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Web Services API Reference

[GetChat](#)

12/19/2025

GetChat

This operation is part of the [Customer Chat API](#) portion of the [Web Services API](#).

Overview

Returns the specified chat resource. Send this request periodically to keep state up to date.

Important

As with all Customer Chat API requests, no Authorization header should be included. Instead, the ContactCenterId custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
-	-

Example

Request

```
GET .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
```

Response

```
{ "chat" : { "capabilities" : [ "SendMessage",
    "SendStartTypingNotification",
```

```
        "SendStopTypingNotification",
        "Complete"
    ],
    "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
    "participants" : [ { "nickname" : "Chris",
        "participantId" : "1",
        "type" : "Customer"
    } ],
    "state" : "WaitingForAgent"
},
"statusCode" : 0
}
```