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Web Services API Reference

Customer Chat Messages

5/10/2025

Customer Chat Messages

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

Overview

Chat messages are retrieved by periodically sending a **GET** request to **/api/v2/chats/{id}/messages**, as described in the [Get Chat Messages](#) operation.

The [Examples](#) section below provide more detail about the expected values and additional samples.

Message Types

The type property can contain any of the following values:

- Text
- ParticipantJoined
- ParticipantLeft
- TypingStarted
- TypingStopped

Examples

Initial response with join messages

```
{ "messages" : [ { "from" : { "nickname" : "Chris",  
                          "participantId" : "1",  
                          "type" : "Customer"  
                        },  
                  "index" : 1,  
                  "type" : "ParticipantJoined"  
                },  
                { "from" : { "nickname" : "Chris",  
                          "participantId" : "1",  
                          "type" : "Customer"  
                        },  
                  "index" : 2,  
                  "text" : "Hello?",  
                  "type" : "Text"  
                },  
                { "from" : { "nickname" : "Kristi Sippola",  
                          "participantId" : "2",
```

```
        "type" : "Agent"
      },
      "index" : 3,
      "type" : "ParticipantJoined"
    }
  ],
  "statusCode" : 0
}
```

Second result with typing notifications and text

```
{ "messages" : [ { "from" : { "nickname" : "Chris",
                             "participantId" : "1",
                             "type" : "Customer"
                           },
                  "index" : 4,
                  "type" : "TypingStarted"
                },
                { "from" : { "nickname" : "Chris",
                             "participantId" : "1",
                             "type" : "Customer"
                           },
                  "index" : 5,
                  "type" : "TypingStopped"
                },
                { "from" : { "nickname" : "Kristi Sippola",
                             "participantId" : "2",
                             "type" : "Agent"
                           },
                  "index" : 6,
                  "text" : "user is typing",
                  "type" : "TypingStarted"
                },
                { "from" : { "nickname" : "Kristi Sippola",
                             "participantId" : "2",
                             "type" : "Agent"
                           },
                  "index" : 7,
                  "text" : "How can I help you?",
                  "type" : "Text"
                }
              ],
  "statusCode" : 0
}
```