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# Web Services API Reference

[Customer Chat Resource](#)

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# Customer Chat Resource

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

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### Overview

The chat resource can be retrieved by periodically sending a **GET** request to `/api/v2/chats/{id}` as described in the [GetChat](#) operation.

### Chat States

The state property of the chat resource can have one of the following values:

- WaitingForAgent
- Chatting
- Idle

### Capabilities

The capabilities property of the chat resource provides an array of operation names that are valid for the current state of the chat.

### Participants

The participants property will include details of all known chat participants.

### Examples

#### Sample 1

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

```
}
```

## Sample 2

```
{ "chat" : { "capabilities" : [ "SendMessage",  
    "SendStartTypingNotification",  
    "SendStopTypingNotification",  
    "Complete"  
  ],  
  "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",  
  "participants" : [ { "nickname" : "Kristi Sippola",  
    "participantId" : "2",  
    "type" : "Agent"  
  },  
  { "nickname" : "Chris",  
    "participantId" : "1",  
    "type" : "Customer"  
  }  
  ],  
  "state" : "Chatting"  
},  
"statusCode" : 0  
}
```