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Web Services API Reference

FacebookSession Resource

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FacebookSession Resource

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The FacebookSession resource includes properties that describe the current state of the FacebookSession interaction and the available operations given the current state. FacebookSession interactions are returned from GET requests to /api/v2/me/facebooksessions?fields=*.

Sample Data

```
{
  "referenceId": 11,
  "notificationType": "StatusChange",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "GWS-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",
      "desktop_expand": "1",
      "RTargetObjSelDBID": "117",
      "Classify_Actionability_CtgName": "",
      "_facebookTimezone": "",
      "Screen_Sentiment_CtgRelevancy": "",
      "desktop_sentiment": "Neutral",
      "ChatServerPort": "7160",
      "_facebookCurrentLocation": "",
      "Screen_Actionability_CtgName": "",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "0002CaAPEA440026",
      "RTargetAgentSelected": "a1",
      "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
      "_facebookCreatedTime": "1441197555607",
      "CBR-IT-path_DBIDs": "",
      "Classify_Actionability_CtgRelevancy": "",
      "RTargetAgentGroup": "SocialMediaAgentGroup",
      "Classify_Sentiment_CtgId": "",
      "RTargetRuleSelected": "",
      "ChatServerDBID": "115",
      "Screen_Sentiment_CtgName": "",
      "PegAGSocialMediaAgentGroup": 1,
      "Classify_Sentiment_CtgRelevancy": "",
      "RTargetPlaceSelected": "a1",
      "_facebookPMInboxUrl": "https://www.facebook.com/...&folder=inbox",
      "RTenant": "Environment",
      "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
      "RRequestedSkills": None,
    }
  }
}
```

```
"Classify_Sentiment_CtgName": "",
"IsAlreadyCreatedInUCS": "1",
"_facebookActorId": "1457374047909438",
"_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "101",
"LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Hellomyfriend!",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"_facebookPMActionId": "1441197555620000000",
"Subject": "Hello my friend!"
},
"receivedDate": "2015-09-02T15: 39: 22.000+0300",
"facebooksessionType": "Inbound",
"suggestedQueueUris": [
  "http://192.168.83.25:8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
],
"capabilities": [
  "Transfer",
  "Leave",
  "Invite",
  "Consult",
  "SetInFocus",
  "SetDisposition",
  "AttachUserData",
  "DeleteUserData",
  "UpdateUserData",
  "Complete",
  "SendMessage",
  "SendUrl"
],
"uri": "http://192.168.83.25:8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
"state": "Chatting",
"revelantResponseTemplateGroups": [
],
"participants": [
```

```
{
  {
    "participantId": "007355E6EE0B0109",
    "type": "Agent",
    "uri": "http://192.168.83.25:8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
    "visibility": "All",
    "path": "/users/5e101708f14442c7ab79814bb4f799b2",
    "nickname": "TestName",
    "id": "007355E6EE0B0109"
  },
  {
    "nickname": "Vitaliy Onv",
    "type": "Customer",
    "id": "007355E6EDFA0107",
    "visibility": "All",
    "participantId": "007355E6EDFA0107"
  }
],
{id": "0002DaAVKJ0V0095"}
}
```

Messages

To get a message for a particular FacebookSession, call the following URL:

Request URL	/api/v2/me/ facebooksessions/{interactionId}/messages
HTTP Method	GET
Required Features	api-multimedia

You can also use the optional `startIndex` and `count` URL parameters.

Message Types

Type	Description
Text	Web Services places the message text in the text field.
ParticipantJoined	The participant joined the chat. Web Services places participant information in the from field.
ParticipantLeft	The participant left the session. Web Services places participant information in the from field.
ParticipantRejoined	The participant rejoined the session. Web Services places participant information in the from field.
TypingStarted	The participant started typing. If typing preview is enabled, Web Services places message text in the text field.
TypingStopped	The participant stopped typing.
PushUrl	The URL sent by the participant. Web Services places the URL in the url field.

Type	Description
Notice	Notice text that Web Services places in the text field. (optional)
TranscriptSaveDone	The service message type. The index field always equals -1.

Sample Data

GET /api/v2/me/facebooksessions/0002DaAVKJ0V0095/messages?startIndex=1&count=10

```
{
  "messages": [
    {
      "index": 1,
      "type": "ParticipantJoined",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.000-0800"
    },
    {
      "index": 2,
      "type": "ParticipantJoined",
      "from": {
        "type": "Agent",
        "nickname": "Agent1",
        "participantId": "009052BDEE4A003E"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.018-0800"
    },
    {
      "index": 3,
      "type": "TypingStarted",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.186-0800"
    },
    {
      "index": 4,
      "type": "Text",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "text": "dddd",
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.187-0800"
    }
  ]
}
```