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Web Services API Reference

IM Session API

IM Session API

This document describes the IM Session API portion of the [Web Services API](#).

Overview

You can use the IM Session API to enable instant messaging between agents. The operations available in this API are listed below:

Basic IM Session Controls

- [imSessions resource](#)
- [InitiateIMSession](#)
- [SendMessage](#)
- [Complete](#)

IM Session UserData

- [AttachUserData](#)
- [UpdateUserData](#)
- [DeleteUserData](#)