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Web Services API Reference

SendToAgents

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SendToAgents

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

Overview

This sends a text message to agents who are in a conference or in a consult chat.

The customer will not see this communication.

Request URL	/api/v2/me/chats/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents.
messageType	Defines the message type.
treatAs	Specifies how the message should be treated: Normal or System

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

Response

```
{
  "statusCode": 0
}
```

Notification

Here are the list of notifications received by agents after a SendToAgents request:

Notification with new message

```
{
  "messages": [
    {
      "index": 3,
      "from": {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE72D50290"
      },
      "text": "We need your help?",
      "visibility": "Agents",
      "timestamp": "2014-01-09 11:58:12.035+0200",
      "type": "Text",
      "timestampSeconds": 1389261492035L
    }
  ],
  "notificationType": "NewMessages",
  "messageType": "MessageLogUpdated",
  "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
}
```