



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

GetMessages

12/15/2025

GetMessages

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

Overview

Send this request periodically to retrieve new chat messages.

By specifying the index parameter, previous messages can be recovered (for example: index=0 will return all messages).

Important

As with all customer chat API requests, no Authorization header should be included. Instead, the ContactCenterId custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
index	An optional URL parameter used to specify the index of the first entry to return. If not specified, Web Services returns messages that the client has not received yet.

Example

Request

```
GET .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb/messages
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
```

Response

```
{
  "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
}
```

Parameter	Description
from	An element contain data about a chat participant.
index	Denotes the order of the chat activity, with 1 being the first message.
text	The chat participant's message.
type	The type of chat notification. Current possible values are: • Text • ParticipantJoined • ParticipantLeft • ParticipantRejoined • TypingStarted • TypingStopped • TranscriptSaveDone • Notice