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Web Services API Reference

RequestChat

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RequestChat

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

Overview

Submits a new chat request for the website visitor / customer.

After successfully sending this request to start the chat, you should begin checking for updated state and new messages periodically as described in the [Requesting updated state and messages](#) section of the [Customer Chat General](#) page.

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/
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	RequestChat
nickname	The nickname of the customer requesting the chat.
subject	The subject of the chat request. (For example: 'Question about billing')
endpoint	The endpoint (queue) to start the chat in (optional).
userData	The attached data to pass with the chat (optional).

Example

Request

```
POST .../api/v2/chats
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
  "operationName": "RequestChat",
  "nickname": "Chris",
  "subject": "Question..."
  "userData": {"key": "value", "key1": "value1"}
}
```

Response

```
{ "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
  "statusCode" : 0,
  "path" : "/api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb"
}
```