Web Services API Reference

SendMessage

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SendMessage

This operation is part of the Chat API section of the Web Services API.

Overview

This operation is performed when an agent sends a message to other chat participants.

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

Parameters

Parameter	Value
operationName	SendMessage
text	Text to send to customer
messageType	Defines the message type. This parameter is optional and the value is only included in the CometD notification if you set the includeMessageType option to `true`.
treatAs	Specifies how the message should be treated: Normal or System

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName":"SendMessage",
  "text":string-representation-of-text,
  "messageType":"Greeting"
}
```

HTTP Response

```
{
```

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

For details on the `statusCode` value, refer to the All Methods sub-section of the Return Values page.

CometD notification

```
{
    "messages": [
        {
            "index": 3,
            "from": {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE72D50290"
            },
            "messageType": "Greeting",
            "text": "How may I help you?",
            "visibility": "All",
            "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"
}
```