



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

Customer Chat Messages

12/14/2025

Customer Chat Messages

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

Overview

Chat messages are retrieved by periodically sending a **GET** request to **/api/v2/chats/{id}/messages**, as described in the [Get Chat Messages](#) operation.

The [Examples](#) section below provide more detail about the expected values and additional samples.

Message Types

The type property can contain any of the following values:

- Text
- ParticipantJoined
- ParticipantLeft
- TypingStarted
- TypingStopped

Examples

Initial response with join messages

```
{ "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
}
```

Second result with typing notifications and text

```
{ "messages" : [ { "from" : { "nickname" : "Chris",
                             "participantId" : "1",
                             "type" : "Customer"
                           },
                  "index" : 4,
                  "type" : "TypingStarted"
                },
                { "from" : { "nickname" : "Chris",
                             "participantId" : "1",
                             "type" : "Customer"
                           },
                  "index" : 5,
                  "type" : "TypingStopped"
                },
                { "from" : { "nickname" : "Kristi Sippola",
                             "participantId" : "2",
                             "type" : "Agent"
                           },
                  "index" : 6,
                  "text" : "user is typing",
                  "type" : "TypingStarted"
                },
                { "from" : { "nickname" : "Kristi Sippola",
                             "participantId" : "2",
                             "type" : "Agent"
                           },
                  "index" : 7,
                  "text" : "How can I help you?",
                  "type" : "Text"
                }
              ],
  "statusCode" : 0
}
```