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Web Services API Reference

CometD notifications

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CometD notifications

You can subscribe to the **/v2/me/facebooksession** topic to receive **CometD** notifications for the Facebook Private Messaging API. This topic provides messages related to private Facebook messages, including changes to agent state, do-not-disturb, call forwarding, and supervisor monitoring. It supports the following message types:

- **FacebooksessionStateChangeMessage**
- **MessageLogUpdated**

FacebooksessionStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case FacebooksessionStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the facebooksession interaction has changed. • ParticipantsUpdated — The facebooksession participants have changed. • PropertiesUpdated — The facebooksession data has changed. • Error — This is sent when an operation on the facebooksession resource fails.
data.facebooksession	A facebooksession resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
  "data": {
    "messageType": "FacebooksessionStateChangeMessage",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "facebooksession": {
      "state": "Chatting",
```

```
"capabilities":[
  "Transfer",
  "Complete",
  "Leave",
  "InFocus",
  "SendMessage",
  "SendStartTypingNotification",
  "SendStopTypingNotification"
],
"id":"0000Na9B26EF002X",
"uri":"http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X",
"participants":[]
}
}
```

MessageLogUpdated

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case MessageLogUpdated.
data.notificationType	This property further identifies the type of notification and has a value of NewMessages.
data.messages	A list of messages/notifications that were exchanged in private messages.
data.facebooksessionUri	The location of the facebooksession resource.

Example

```
{
  "data":{
    "messageType":"MessageLogUpdated",
    "notificationType":"NewMessages",
    "messages":[
      {
        "index":1,
        "type":"ParticipantJoined",
        "from":{
          "type":"Customer",
          "nickname":"PersonP",
          "participantId":"009052C5E6D6004A"
        },
        "visibility":"All",
        "timestamp":"2014-01-02T14:23:18.000-0800"
      },
      {
        "index":2,
        "type":"ParticipantJoined",
        "from":{
```

```
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5E743004C"
    },
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:18.109-0800"
},
{
    "index": 3,
    "type": "ParticipantLeft",
    "from": {
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5E743004C"
    },
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:19.909-0800"
},
{
    "index": 4,
    "type": "TypingStarted",
    "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
    },
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:20.121-0800"
},
{
    "index": 5,
    "type": "Text",
    "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
    },
    "text": "Hello World",
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:20.126-0800"
},
{
    "index": 6,
    "type": "ParticipantJoined",
    "from": {
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5EF51004D"
    },
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:20.171-0800"
}
],
"facebooksessionUri": "http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X"
}
```