



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

[SendMessage](#)

12/12/2025

SendMessage

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

Overview

Sends a new text message to the chat.

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

Parameter

Parameter	Value
operationName	SendMessage
text	The text to be sent.

Example

Request

```
POST .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
  "operationName": "SendMessage",
  "text": "Hello?"
}
```

SendMessage

Response

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