REST_Connector_3CX

Find swagger at: http://<RestConnectorIp:RestConnectorPort>/swagger/index.html

1. Request Chat (/webapi/api/v2/chats)

This operation is used to request a chat interaction. Response will provide chatId, userId, secureKey that are used for further communication.

Example:

```
{

    "tenantName": "Resources",

    "nickname":"testname123",

    "emailAddress":"email@address",

    "subject":"subject to",

    "userData":{

        "chatbot_service":"value1",

        "key2":"value2"

    }

}
```

2. Send Message (/webapi/api/v2/chats/{chatId})

This operation is used to send a chat interaction.

Example:

```
{

  "operationName" : "SendMessage",

  "alias" : "207",

  "secureKey" : "8b31761b2154884c",

  "userId" : "007553863DC30029",

  "text" : "I need help with account",

  "tenantName": "Resources"

}
```

3. Send Url (/webapi/api/v2/chats/{chatId})

This operation is used to send a URL in a chat interaction.

Example:

```
{
  "operationName" : "SendUrl",
  "alias" : "207",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Resources",
  "pushUrl" : "http://url"
}
```

4. Update User Data (/webapi/api/v2/chats/{chatId})

This operation overwrites the specified UserData with new, specified values.
Use the value "Servis" for testing purposes. When using the "Servis", the Name_of_Q2 will be used as receiver.

Example:

```
{
  "operationName" : "UpdateUserData",
  "alias" : "207",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Resources",
    "userData":{
        "chatbot_service":"Servis",
        "key2":"value2"
    }
}
```

5. Complete (/webapi/api/v2/chats/{chatId})

This request marks a chat interaction as complete and ends the chat session for the customer if it hasn't been ended already.

Example:

```
{

  "operationName" : "Complete",

  "alias" : "207",

  "secureKey" : "8b31761b2154884c",

  "userId" : "007553863DC30029",

  "tenantName": "Resources"

}
```

6. stats/isOnlineValue (/stats/isOnlineValue?id={queueName})

This endpoint shows current number of agents in specific queue.
Example:

```
GET: 'http://10.213.6.13:5005/stats/isOnlineValue?id=<Name_of_Q1>'
```