|  |  |
| --- | --- |
|  |  |

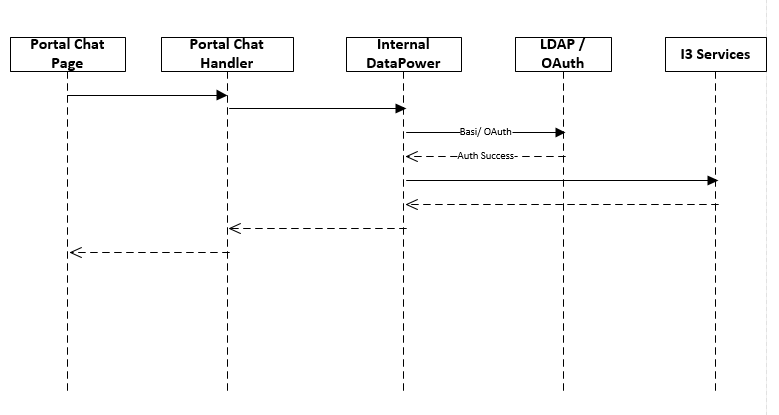
|  |
| --- |
| Chat Service Interface Document |
|  |
|  |
|  |
|  |

|  |  |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
| **Author:** | Surya Singh |
| **Date Created:** | 09/15/2017 |

## **Interface Layer**:

This document covers Chat services rest interface. Services will consume and produce in Json format and going to publish seven endpoints and the description of end-points are below. These endpoints are consumed by Portal application to create and close chat session, submit and retrieve chat transcript. Internal DataPower publishes these service endpoints and communicate with I3 chart server.

* 1. **Query agents**: This service will returns information about available agents for particular work group and approximate wait time to chat with an available agent
  2. **Create chat session**: This service creates new chat session and returns chat token for further communication.
  3. **Submit message**: Service will submit the chat message for a specific chatId
  4. **Pool message**: Service will return the chat message posted by the CCX associate.
  5. **Close chat session**: Service end the chat session
  6. **Reconnect**: Service will reinitialize the chat session which is already ended.
  7. **Server Configuration**: Returns I3 server configuration



1. **Query Agents:**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/queue/agents/ |
| **HTTP Method** | POST |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

**Request Level**

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Mandatory(M)/Optional(O)** | **Description** |
| queueName | M | User selected work group name |
| queueType | M | It is always workgroup |
| Participant. name | M | User last name |
| Participant. credentials | M | Value should be null |

Request: {

"queueName”: "Marketing",

"queueType”: "Workgroup",

"participant":

{

"name": "Wally Webuser",

"credentials": null

}

}

**Response Level**:

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 400 | Bad Request |
| 401 | Unauthorized |
| 500 | Internal server error |

Response:

{

"queue": {

"agentsAvailable": 5, ( if this value -1 then no agent is available)

"estimatedWaitTime": 30,

"custom": {

"attr1": "value1",

"attr2": "value2"

},

"status": {

"type": "success"

}

}

}

Error Response:

{

"status": {

"type": "failure",

"reason": "Error Message"

}

}

1. **Create Chat Session:**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/tokens/ |
| **HTTP Method** | POST |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

**Request Level**

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Mandatory(M)/Optional(O)** | **Description** |
| supportedContentTypes | M | text/plain |
| Participant.name | M | Logged-in user First and last name |
| Participant. credentials | M | Value should be null |
| transcriptRequired | M | Boolean value “true” |
| emailAddress | M | Logged-in user email address |
| target | M | User selected work group |
| targetType | M | Workgroup |
| language | M | en-us |
| clientToken | M | Deprecated |

Request: {

"supportedContentTypes": "text/plain",

"participant": {

"name": "TEST-Surya",

"credentials": null

},

"transcriptRequired": false,

"emailAddress": null,

"target": "TestWebChat",

"targetType": "Workgroup",

"language": "en-us",

"clientToken": "deprecated"

}

**Response Level**:

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 400 | Bad Request |
| 401 | Unauthorized |
| 500 | Internal server error |

Response:

{

"chat": {

"participantID": "6cbd650b-e8f5-45be-b1cc-7277671537b0",

"chatID": "7cbd650b-e8f5-45be-b1cc-7277671537b9",

"dateFormat": "M/d/yyyy",

"timeFormat": "h:mm:ss tt",

"status": {

"type": "success"

}

}

}

Error Response:

{

"chat": {

"status": {

"type": "failure",

"reason": "Error Message"

}

}

}

1. **Submit Message**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/messages/{chatId} |
| **HTTP Method** | POST |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

Request:

{

"message": "IntakeId :353434343; lastName : Sm",

"contentType": "text/plain"

}

Does not return any return message

**Request Level**

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Mandatory(M)/Optional(O)** | **Description** |
| message | M | Free form of text |
| contentType | M | Always text/plain |

**Response Level**

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 401 | Unauthorized |
| 500 | Unknown Error |

Error Response:

{

"chat": {

"status": {

"type": "failure",

"reason": "Error Message"

}

}

}

1. **Pool Message**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/polls/{chatId} |
| **HTTP Method** | GET |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

**Response Level**

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 401 | Unauthorized |
| 500 | Unknown Error |

Response:

{

"chat": {

"pollWaitSuggestion": 2000,

"cfgVer": 1,

"events": [

{

"type": "typingIndicator",

"participantID": "3da146e0-0344-47a7-b9f5-d88fafe98108",

"sequenceNumber": 11,

"value": false

},

{

"type": "text",

"participantID": "3da146e0-0344-47a7-b9f5-d88fafe98108",

"sequenceNumber": 12,

"conversationSequenceNumber": 0,

"contentType": "text/plain",

"value": "Your balance is$678.90. Is there anything else I can help you with?",

"displayName": "Alan Agent",

"participantType": "Agent"

}

],

"status": {

"type": "success"

}

}}

Error Response:

{

"chat": {

"status": {

"type": "failure",

"reason": "Error Message"

}

}

}

1. **Close Chat**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/{chatId} |
| **HTTP Method** | POST ( DELETE) |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

**Response Level**

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 401 | Unauthorized |
| 500 | Unknown Error |

Response:{

"chat": {

"pollWaitSuggestion": 2000,

"cfgVer": 1,

"status": {

"type": "success"

},

"events": []

}

}

Error Response:

{

"chat": {

"status": {

"type": "failure",

"reason": "Error Message"

}

}

}

1. **Reconnect**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/restores/ |
| **HTTP Method** | POST |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

Request:

{

"chatID": "6cbd650b-e8f5-45be-b1cc-7277671537b0"

}

**Response Level**

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 401 | Unauthorized |
| 500 | Unknown Error |

Response:

{

"chat": {

"participantID": " e9580ef2-1270-4182-a429-c3c0d957bf2a ",

"events": [

{

"type": "participantStateChanged",

"participantID": " e9580ef2-1270-4182-a429-c3c0d957bf2a ",

"sequenceNumber": 0,

"state": "active",

"participantName": "John Doe"

},

{

"type": "participantStateChanged",

"participantID": "e9580ef2-1270-4182-a429-c3c0d957bf2a",

"sequenceNumber": 0,

"state": "active",

"participantName": "James"

}

],

"status": {

"type": "success"

}

}}

1. **Server Config**

|  |  |
| --- | --- |
| **URL** | /services/1.0/chat/serv-config/ |
| **HTTP Method** | GET |
| **Request Format** | Json |
| **Response Format** | Json |
| **Header Parameter** | Authorization (bearer token) |
| **Header Parameter** | Accept: application/json |

**Response Level**

|  |  |
| --- | --- |
| HTTP Response Code | Description |
| 200 | OK |
| 401 | Unauthorized |
| 500 | Unknown Error |

Response:

[

{

"serverConfiguration": {

"cfgVer": 1,

"capabilities": {

"chat": [

"start",

"reconnect",

"poll",

"setTypingState",

"sendMessage",

"exit",

"supportAuthenticationTracker",

"supportAuthenticationAnonymous"

],

"callback": [

"create",

"reconnect",

"status",

"disconnect",

"properties",

"modify",

"supportAuthenticationTracker",

"supportAuthenticationAnonymous"

],

"queueQuery": [

"supportAuthenticationTracker",

"supportAuthenticationAnonymous"

],

"common": [

"supportRegistrationTracker",

"partyInfo"

]

},

"failoverURIs": []

}

}

]