**Koopid messaging overlay for Avaya Aura® Contact Center using Contact Center Multimedia web services**

**Version 2.1**

Date: November 14th 2019

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| **Version** | **Date** | **Author** | **Change summary** |
| V 1.0 | June 10th 2019 | Thirunavukkarasu K A  ([thiru@koopid.ai](mailto:thiru@koopid.ai)) | Initial document |
| V 2.0 | October 14th 2019 | Thirunavukkarasu K A  ([thiru@koopid.ai](mailto:thiru@koopid.ai)) | Gateway message flow |
| V 2.1 | November 14th 2019 | Thirunavukkarasu K A  ([thiru@koopid.ai](mailto:thiru@koopid.ai)) | Config parameters for multitenant |
|  |  |  |  |

**Solution Description**

Customer in conversation with a Koopid’s automated visual experience can be seamlessly escalated to a real-time chat agent of Avaya Aura® Contact Center (AACC) solution. Integration of Koopid messaging platform with AACC is done using Contact Center Multimedia (CCMM) web services API. Koopid - CCMM gateway is the component that consumes Koopid APIs on one side and CCMM APIs on other to bridge the conversation.

**Solution Components**

* Koopid solution
* Koopid – CCMM Gateway
* Avaya Aura® Contact Center solution

**Solution Functional Flow**

* Customer in conversant with automated visual experience
* Customer request for escalation to chat with real-time agent
* External partner routing request forwarded to Koopid – CCMM gateway
* Chat request forward to AACC using CCMM web services
* AACC agent accepts incoming route request
* Agent can use the link sent in chat request to open Koopid Agent Desktop
* Koopid Agent Desktop connects to Koopid Server to retrieve customer conversation history and allows agents to push widgets & plug-ins to customer.



**Solution Features**

* External partner rouging to AACC
* Messaging between customer and agent:
* Send text messages
* Send pictures / videos / documents
* Notifications
* Customer/Agent typing
* Agent join
* Customer/Agent left
* Agent Features:
* Push widgets / plug-in / workflows to customer
* See customer’s complete conversation history

**Solution Deployment**

* On-premise deployment of Koopid solution and Koopid – CCMM gateway



* Hybrid Cloud deployment of Koopid solution and Koopid – CCMM gateway



* Cloud deployment of Koopid solution and Koopid – CCMM gateway



**Configurable Parameters**

|  |  |  |
| --- | --- | --- |
| **Parameter** | **Description** | **Default** |
| **GLOBAL** |  |  |
| TIMEZONE | Time zone with respect to UTC.  Eg: +0530 for IST, -0500 for EST | 0000 |
| **CHAT SESSION** |  |  |
| wsReconnectMaxAttempt | Reconnection attempts | 5 |
| wsReconnectInterval | Reconnect interval attempts in milliseconds | 5000 |
| chatIdleInterval | Chat idle timeout in milliseconds | 240000 |
| agentWaitInterval | Chat idle timeout in milliseconds | 120000 |
| **AGENT** |  |  |
| DEFAULT\_PASSWORD | Default password to create new agent |  |
| DEFAULT\_PHONE\_NUMBER | Default phone number to create new agent |  |
| SEND\_AGENT\_JOIN\_INFO | Notify customer on agent joining a chat.  Eg: true, false | true |
| SEND\_AGENT\_NAME | Send agent name to customer.  Eg: true, false | true |
| SKILL\_SET | Agent skill set |  |
| **KOOPID CONFIG** |  |  |
| PARTNER ID | Provided along with new Koopid account details |  |
| API\_KEY | Provided along with new Koopid account details |  |
| PROVIDER ID | Provided along with new Koopid account details |  |
| DOMAIN | Provided along with new Koopid account details |  |
| **AACC** |  |  |
| EWC\_WEBSOCKET\_URL | Web Socket URL to connect to EWC interface |  |

**Koopid – CCMM Gateway - Message Flow**

**CCMM Gateway to Koopid: (Callback Registration)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/Callbacks?partnerId=101062&providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559>

Method: POST

Body: {

'providerId' : '101061',

'callbacks': [

{ 'api':'routing', 'callback':'http://122.176.109.48:9124/aacc\_chat\_interface/api/routing?authKey=sdfdsfsfsd'},

{'api' : 'msgrecv', 'callback' : '<http://122.176.109.48:9124/aacc_chat_interface/api/msgrecv>'},

{'api' : 'conversation', 'callback' : '<http://122.176.109.48:9124/aacc_chat_interface/api/conversation>'}]

}

Response: 200OK - {"code":"success"}

**CCMM Gateway to Koopid: (Message Whitelisting)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/Whitelist?partnerId=101062&> providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559

Method: POST

Body: {

'providerId' : '101061',

'entity': ["chat", "typing", "info", "segment", "notification", "ack"]

}

Response: 200OK

{"code":"success"}

**Koopid to CCMM Gateway: (Route Request)**

URL: <http://122.176.109.48:9124/aacc_chat_interface/api/routing>

Method: POST

Body: {

"role":"concierge",

"providerId":"101061",

"customerContext":"EWC",

"routingContext":"101061-105930-182243",

customer":{"phone":"919916220387","name":"Thiru","email":"thiru@koopid.ai}

}

Response if agent is not readily available: 200OK

{ 'providerId' : '101061','state' : 'wait' , 'routingContext' : '101061-105930-182243'}

Response if agent is available: 200OK

{ 'providerId' : '101061', 'state' : 'route' , 'routingContext' : '101061-105930-182243', 'agent' : {'name' : 'Agent', 'email' : 'Agent@apps.com', 'phone' : '9876543210', 'password' : 'agent123'}}

**CCMM Gateway to CCMM: (GetAnonymousSessionKey - Create new chat session)**

URL: <http://192.168.210.32/ccmmwebservices/CIUtilityWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:GetAnonymousSessionKey/>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<GetAnonymousSessionKeyResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<GetAnonymousSessionKeyResult>

<SessionKey>ReIlZGYqAh\_\_1551145670816107</SessionKey>

<AnonymousUsername>1551145670816107@.</AnonymousUsername>

<AnonymousID>1551145670816107</AnonymousID>

</GetAnonymousSessionKeyResult>

</GetAnonymousSessionKeyResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to CCMM: (GetTotalQueued - Poll for Agent => GetTotalQueuedResponse with GetTotalQueuedResult indicates chat request position in the queue)**

URL: <http://192.168.210.32/ccmmwebservices/CIUtilityWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:GetTotalQueued>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey

</web:GetTotalQueued>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<GetTotalQueuedResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<GetTotalQueuedResult>1</GetTotalQueuedResult>

</GetTotalQueuedResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to CCMM: (GetTotalQueued - Poll for Agent => GetTotalQueuedResponse with GetTotalQueuedResult 0 indicates agent is available and the gateway should start poll for message ReadChatMessage)**

URL: <http://192.168.210.32/ccmmwebservices/CIUtilityWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:GetTotalQueued>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:GetTotalQueued>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<GetTotalQueuedResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<GetTotalQueuedResult>0</GetTotalQueuedResult>

</GetTotalQueuedResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to CCMM: (ReadChatMessage - Poll for Message => <Session Begun> - indicates session start)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com" xmlns:dat="http://datatypes.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:ReadChatMessage>

<web:contactID>136</web:contactID>

<web:lastReadTime><dat:milliseconds>1551145683996</dat:milliseconds></web:lastReadTime>

<web:isWriting>false</web:isWriting>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:ReadChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<ReadChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<ReadChatMessageResult>

<listOfChatMessages xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<CIChatMessageReadType>

<chatMessage>[Agent] Welcome to the Avaya Contact Center. How can I help you?</chatMessage>

<hiddenMessage>&lt;Session Begun&gt;</hiddenMessage>

<writeTime>

<milliseconds>1551145684706</milliseconds>

</writeTime>

<chatMessageType>Chat\_Message\_from\_Agent</chatMessageType>

</CIChatMessageReadType>

</listOfChatMessages>

<isWriting xmlns="http://datatypes.ci.ccmm.applications.nortel.com">false</isWriting>

<lastReadTime xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<milliseconds>1551145687029</milliseconds>

</lastReadTime>

</ReadChatMessageResult>

</ReadChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to Koopid: (Route Response)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/Routing?partnerId=101062&> providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559

Method: POST

Body: {

'providerId' : '101061',

'state' : 'route' ,

'routingContext' : '101061-105930-182243',

'agent' : {

'name' : 'Agent',

'email' : 'Agent@apps.com',

'phone' : '9876543210',

'password' : 'agent123'

}

}

Response: 200OK

{"code":"success"}

**Koopid to CCMM Gateway: (Conversation start message from Koopid)**

URL: <http://122.176.109.48:9124/aacc_chat_interface/api/conversation>

Method: POST

Body: {

"agentId":"Agent@apps.com,

"chatId":"d14e0387-975c-48e4-a3c6-038717f2de47",

"providerId":101061,

"cmd":"start",

"routingContext":"101061-105930-182243"

}

Response: 200OK

{"code":"success"}

**CCMM Gateway to CCMM: (WriteChatMessage - send customer details to CCMM)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:WriteChatMessage>

<web:contactID>136</web:contactID>

<web:message>[Thiru] CustomerName: Thiru, PhoneNumber: 919916220387, EmailID: thiru@koopid.ai</web:message>

<web:chatMessageType>Chat\_Message\_from\_Customer</web:chatMessageType>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:WriteChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<WriteChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<WriteChatMessageResult>1</WriteChatMessageResult>

</WriteChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to Koopid: (send message from CCMM to customer)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/SendMessage?partnerId=101062&> providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559

Method: POST

Body: {

'providerId' : '101061',

'agentId' : 'Agent@apps.com' ,

'routingContext' : '101061-105930-182243',

'chatId' : 'd14e0387-975c-48e4-a3c6-038717f2de47',

'msg': {

'type':'chat',

'sender':'66',

'senderName':'Agent@apps.com',

'ts':'1551157965786',

'tz':'+0530',

'mediatype':'text',

'text':'[Agent] Welcome to the Avaya Contact Center. How can I help you?',

'id':'123456789',

'ack':false

}

}

Response: 200OK

{"code":"success"}

**Koopid to CCMM Gateway: (customer typing message from koopid)**

URL: <http://122.176.109.48:9124/aacc_chat_interface/api/msgrecv>

Method: POST

Body: {

"msg": {

"senderName":"Thiru",

"flag":true,

"sender":"105930",

"tz":"+0530",

"type":"typing",

"mediatype":"boolean",

"ts":1551157996786

},

“agentId":"Agent@apps.com,

"chatId":"d14e0387-975c-48e4-a3c6-038717f2de47",

"providerId":101061,

"routingContext":"101061-105930-182243"

}

Response: 200OK

{"code":"success"}

**CCMM Gateway to CCMM: (UpdateAliveTimeAndUpdateIsTyping - send customer typing message to CCMM)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:UpdateAliveTimeAndUpdateIsTyping>

<web:contactID>136</web:contactID>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

<web:isTyping>true</web:isTyping>

</web:UpdateAliveTimeAndUpdateIsTyping>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<UpdateAliveTimeAndUpdateIsTypingResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<UpdateAliveTimeAndUpdateIsTypingResult>

<milliseconds xmlns="http://datatypes.ci.ccmm.applications.nortel.com">1551145684357</milliseconds>

</UpdateAliveTimeAndUpdateIsTypingResult>

</UpdateAliveTimeAndUpdateIsTypingResponse>

</soap:Body>

</soap:Envelope>

**Koopid to CCMM Gateway: (received text message from customer)**

URL: <http://122.176.109.48:9124/aacc_chat_interface/api/msgrecv>

Method: POST

Body: {

"msg": {

"senderName":"Thiru",

"data": {

"action": {

"path":"chat/7850184147239323556"

}

},

"sender":"105930",

"tz":"+0530",

"ack":true,

"text":"hello",

"id":"23618356",

"type":"chat",

"mediatype":"text",

"ts":1551157999855

},

“agentId":"Agent@apps.com,

"chatId":"d14e0387-975c-48e4-a3c6-038717f2de47",

"providerId":101061,

"routingContext":"101061-105930-182243"

}

Response: 200OK

{"code":"success"}

**CCMM Gateway to CCMM: (WriteChatMessage - send text message from customer to CCMM)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:WriteChatMessage>

<web:contactID>136</web:contactID>

<web:message>[Thiru] hello</web:message>

<web:chatMessageType>Chat\_Message\_from\_Customer</web:chatMessageType>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:WriteChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<WriteChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<WriteChatMessageResult>1</WriteChatMessageResult>

</WriteChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to CCMM: (ReadChatMessage - Poll for Message)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Method: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com" xmlns:dat="http://datatypes.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:ReadChatMessage>

<web:contactID>136</web:contactID>

<web:lastReadTime>

<dat:milliseconds>1551145809603</dat:milliseconds>

</web:lastReadTime>

<web:isWriting>false</web:isWriting>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:ReadChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<ReadChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<ReadChatMessageResult>

<listOfChatMessages xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<CIChatMessageReadType>

<chatMessage>[Agent] hello thiru</chatMessage>

<writeTime>

<milliseconds>1551145811086</milliseconds>

</writeTime>

<chatMessageType>Chat\_Message\_from\_Agent</chatMessageType>

</CIChatMessageReadType>

</listOfChatMessages>

<isWriting xmlns="http://datatypes.ci.ccmm.applications.nortel.com">false</isWriting>

<lastReadTime xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<milliseconds>1551145812646</milliseconds>

</lastReadTime>

</ReadChatMessageResult>

</ReadChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to Koopid: (send message from CCMM to customer)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/SendMessage?partnerId=101062&> providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559

Method: POST

Body: {

"msg": {

"senderName":"Thiru",

"data": {

"action":{

"path":"chat/7850184147239323556"

}

},

"sender":"105930",

"tz":"+0530",

"ack":true,

"text":"hello thiru",

"id":"55349671",

"type":"chat",

"mediatype":"text",

"ts":1551158100909

},

“agentId":"Agent@apps.com”,

"chatId":"d14e0387-975c-48e4-a3c6-038717f2de47",

"providerId":101061,

"routingContext":"101061-105930-182243"

}

Response: 200OK

{"code":"success"}

**CCMM Gateway to CCMM: (WriteChatMessage - send link from customer to CCMM)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Body: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:WriteChatMessage>

<web:contactID>136</web:contactID>

<web:message>https://app.koopid.io/agentapp/index.html?username=Agent@tele&#45;apps.com&#38;target=chatwith/105930</web:message>

<web:chatMessageType>Page\_Pushed\_by\_Customer</web:chatMessageType>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:WriteChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<WriteChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<WriteChatMessageResult>1</WriteChatMessageResult>

</WriteChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to CCMM: (ReadChatMessage - Poll for Message => Agent closed conversation)**

URL: <http://192.168.210.32/ccmmwebservices/CIWebCommsWs.asmx>

Body: POST

Body:

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:web="http://webservices.ci.ccmm.applications.nortel.com" xmlns:dat="http://datatypes.ci.ccmm.applications.nortel.com">

<soapenv:Header/>

<soapenv:Body>

<web:ReadChatMessage>

<web:contactID>136</web:contactID>

<web:lastReadTime>

<dat:milliseconds>1551145847365</dat:milliseconds>

</web:lastReadTime>

<web:isWriting>false</web:isWriting>

<web:sessionKey>ReIlZGYqAh\_\_1551145670816107</web:sessionKey>

</web:ReadChatMessage>

</soapenv:Body>

</soapenv:Envelope>

Response:

<?xml version="1.0" encoding="utf-8"?><soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

<soap:Body>

<ReadChatMessageResponse xmlns="http://webservices.ci.ccmm.applications.nortel.com">

<ReadChatMessageResult>

<listOfChatMessages xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<CIChatMessageReadType>

<chatMessage>[Agent] All Agents have left the conversation</chatMessage>

<hiddenMessage>&lt;Last Agent Disconnect&gt;</hiddenMessage>

<writeTime>

<milliseconds>1551145849077</milliseconds>

</writeTime>

<chatMessageType>Session\_Disconnected\_by\_Agent</chatMessageType>

</CIChatMessageReadType>

</listOfChatMessages>

<isWriting xmlns="http://datatypes.ci.ccmm.applications.nortel.com">false</isWriting>

<lastReadTime xmlns="http://datatypes.ci.ccmm.applications.nortel.com">

<milliseconds>1551145850382</milliseconds>

</lastReadTime>

</ReadChatMessageResult>

</ReadChatMessageResponse>

</soap:Body>

</soap:Envelope>

**CCMM Gateway to Koopid: (send end conversation to koopid)**

URL: <https://app.koopid.io/KoopidPartnerServer/api/Partner/Conversation?partnerId=101062&> providerId=101061&apiKey=85b1aa938e7043cf879aae4b6c165559

Method: POST

Body: {

'providerId' : '101061',

'agentId' : 'Agent@apps.com' ,

'routingContext' : '101061-105930-182243',

'chatId' : 'd14e0387-975c-48e4-a3c6-038717f2de47',

'cmd' : 'end'

}

Response: 200OK

{"code":"success"}