**APIs**

**Baseurl : panel.olaciao.com**

Login Api :

Endpoint : {baseurl}/api/login/

Payload : {

"email" : "naveedkhan@iqansoft.com" , "password" : "System32.bites"

}

Response : {

"user": {

"id": 5,

"name": "Olacaio",

"email": "naveedkhan@iqansoft.com",

"email\_verified\_at": "2023-08-30T14:39:31.000000Z",

"departments": "1",

"idhash": **null**,

"username": "olacaio",

"picture": "/standard.jpg",

"aboutme": "I am super admin",

"invitationmsg": **null**,

"operatorchat": 1,

"emailnot": 1,

"access": 1,

"orgid": 1,

"mainuser": 1,

"superadmin": 1,

"permissions": **null**,

"firebasetoken": **null**,

"created\_at": "2023-08-30T14:39:31.000000Z",

"updated\_at": "2023-08-30T14:39:31.000000Z"

},

"token": "1|MvKRRjUekhz3VTMnzSAyTjPD8FLoCMGaKtFSP7ap",

"message": "Login Successfull",

"status": "success"

}

Logout Api :

Endpoint : {baseurl}/api/ Token : token that you get from login response

Headers : Authorization: ‘Bearer {token}’

Response : {

"message": "logout Successfully",

"status": "success"

}

Visitors Stats :

Endpoint : {baseurl}/api/getstats  
Token : token that you get from login response

Headers : Authorization: ‘Bearer {token}’

Response :

{

"message": "Visiors data",

"status": "success",

"data": [

{

"name": "Pakistan",

"count": 11,

"icon": "https://flagcdn.com/w80/pk.png",

"visits": 100

}

]

}

Chat list api

GET Chat Sessions :

Endpoint : {baseurl}/api/getchats  
Token : token that you get from login response

Headers : Authorization: ‘Bearer {token}’

Response :

{

"message": "Chats retrieved",

"status": "success",

"data": [

{

"id": 1,

"widgetid": 1,

"uniqueid": "idf28g111ei26g9",

"userid": "Guest2407:aa80:314:aab3:f805:6c32:d86e:b8a",

"department": 1,

"operatorid": 0,

"operatorname": **null**,

"name": **null**,

"email": "useremail@test.com",

"phone": **null**,

"country": "Pakistan",

"city": "Islamabad (F 6/2)",

"countrycode": "pk",

"latitude": "33.7233",

"longitude": "73.0435",

"notes": **null**,

"status": 1,

"initiated": 1695672489,

"ended": 0,

"session": "idf28g111ei26g9"

}

]

}

Chat messaggi screen ed button on modal

GET Chat transcript : :

Endpoint : {baseurl}/api/**gettranscripts**  
Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params : { session : chatsession }

Response : {

"message": "Transcripts retriewed",

"status": "success",

"data": [

{

"id": 3,

"name": **null**,

"message": [

"Hi , Welcome to Our Website how can I help you?\nPlease Select an option",

"Products",

"Support"

],

"user": "Guest2407:aa80:314:aab3:f805:6c32:d86e:b8a",

"operatorid": 0,

"convid": 1,

"time": "2023-09-25 20:08:09",

"sentstatus": 0,

"class": "faq",

"type": "text"

},

{

"id": 4,

"name": **null**,

"message": "Support",

"user": "Guest2407:aa80:314:aab3:f805:6c32:d86e:b8a",

"operatorid": 0,

"convid": 1,

"time": "2023-09-25 20:08:09",

"sentstatus": 0,

"class": "user",

"type": "text"

},

{

"id": 5,

"name": **null**,

"message": [

"Customer Support"

],

"user": "Guest2407:aa80:314:aab3:f805:6c32:d86e:b8a",

"operatorid": 0,

"convid": 1,

"time": "2023-09-25 20:08:09",

"sentstatus": 0,

"class": "faq",

"type": "text"

},

{

"id": 6,

"name": **null**,

"message": "Customer Support",

"user": "Guest2407:aa80:314:aab3:f805:6c32:d86e:b8a",

"operatorid": 0,

"convid": 1,

"time": "2023-09-25 20:08:09",

"sentstatus": 0,

"class": "user",

"type": "text"

}

]

}

**GET USER DEPARTMENTS** : :

Required departments when transfer chats

Endpoint : {baseurl}//api/getuserdepartments  
Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params :

Response :

[

{

"id": 1,

"title": "Live Support",

"description": "Edit this department to your needs...",

"email": "naveedkhan@iqansoft.com",

"faq\_url": "testdep.com",

"active": 1,

"dorder": 1,

"time": "2023-06-15 07:08:30",

"orgid": 1

},

{

"id": 3,

"title": "Test Depp",

"description": "this is just a test",

"email": "naveed.numl.se@iqansoft.com",

"faq\_url": "testdep.com",

"active": 1,

"dorder": 1,

"time": "1980-05-06 00:00:00",

"orgid": 1

},

{

"id": 9,

"title": "iqan",

"description": "thisi si test",

"email": "admin@gmail.com",

"faq\_url": "http://127.0.0.1:8000/departments",

"active": 1,

"dorder": 1,

"time": "1980-05-06 00:00:00",

"orgid": 1

}

]

TRANSFER CHAT: :

Endpoint : {baseurl}/api/transferchat

Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params : {

"session" : chatsession,

"department" : departmentid,

"notes" : "your note for transferring chat"

}

Response :

{

"message": "Chat transfered",

"status": "success"

}

Fail Response :

{

"message": "Fail to transfer chat",

"status": "failed"

}

UPDATE TOKEN: :

Endpoint : {baseurl}/api/updateusertoken

Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params : {

"firebasetoken" : "yourtoken"

}

RESPONSE :

{

"message": "token updated",

"status": "success"

}

Live Visitors CHAT: :

Endpoint : {baseurl}/api/livevisitors

Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params : { }

Response :

{

"message": "Live Visitors",

"status": "success",

"data": [

{

"id": 11,

"depid": 0,

"opid": 0,

"referrer": "http://127.0.0.1:8000/showchat?widgetid=1&key=271232112121227",

"firstreferrer": "http://127.0.0.1:8000/showchat?widgetid=1&key=271232112121227",

"crossurl": "http://127.0.0.1:8000",

"agent": "Chrome 117",

"hits": 1,

"ip": "2407:aa80:314:c305:7ded:e16:6e8e:7785",

"country": "Pakistan",

"countrycode": "pk",

"latitude": "33.7233",

"longitude": "73.0435",

"message": null,

"readtime": 0,

"session": "idda2d8ea7gb4b5",

"lasttime": "2023-10-09 14:59:45",

"time": "2023-10-09 14:59:45",

"widgetid": 1,

"uniqueid": "idda2d8ea7gb4b5",

"userid": "Guest2407:aa80:314:c305:7ded:e16:6e8e:7785",

"department": 1,

"operatorid": 0,

"operatorname": null,

"name": null,

"email": null,

"phone": null,

"city": "Islamabad (F 6/2)",

"notes": null,

"status": 1,

"initiated": 1696863585,

"ended": 0

}

]

}

Stats by Days: :

Endpoint : {baseurl}/api/getstatsbydays

Token : token that you get from login response

Headers : **Authorization**: ‘Bearer {token}’

Post params : {

"days" : 90

}

Response :

{

"message": "All Stats",

"status": "success",

"data": {

"vistorscount": 11,

"chatcount": 11,

"messagescount": 185

}

}

**Socket Events**

**URL : https://livechat.iqansoft.com/**

Event : “user\_message”

Purpose : Fires when user send message with following data

data = {

session: session\_id,

name: username,

message: usermessage,

email: useremail,

}

Event : “chat\_ended”

Purpose : Fires when user end the chat , you can also emit it if operator what to end the chat

For operator :

data = {

operatorname : operatorname,

session: usersession

}

Data receive when user end the chat

data = {

session: session\_id

}

Event : “admin\_message”

Purpose : Fires when admin send the message ,

let data = {

"session": usersession,

"operatorid": operatorid,

"Operatormessage": “operatormessage”,

"operatorname": operatorname

}

Event : “typing”

Purpose : Fires when user is typing the message ,

let data = {

"session": usersession,

"message": typedmessage,

}