



Conversation Log events reference

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The [Conversation Log](#) resource in the Support REST API currently returns the following types of conversation log events:

- [Ticket Comment Event](#)
- [Conversation Message](#)

Base Structure

The `events` key holds an array with the representation of individual event types. Every event will have the same basic fields:

Sample event

```
1  {
2    "id": "01J9QN8DC6EV34VR3W0KGFY7TW",
3    "type": "...",
4    "reference": "zen:...",
5    "created_at": "2024-10-09T03:30:42Z",
6    "attachments": [],
7    "author": {
```

```

8      ...
9      },
10     "content": {
11         ...
12     },
13     "metadata": {
14         ...
15     }
16 }

```

Common Event Fields

| Name | Type | Read-only | Description |
|----------------------------|---------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| id | string | yes | Unique record identifier |
| type | string | yes | The type of record, representing one of the conversational ticket events. Examples: <code>Comment</code> or <code>Messaging::ConversationMessage</code> |
| reference | string | yes | A Zendesk resource name value that uniquely identifies this record. Example: <code>zen:ticket_event:<id></code> |
| created_at | string | yes | Timestamp of when this record was created |
| attachments | array | yes | A collection of attachments (image or file) associated to the event |
| author | object | yes | Object that describes the user who created the event |
| author.type | string | yes | Specifies the author's type: user, agent, or bot |
| author.zen:support:user_id | integer | yes | A Zendesk resource name prefix describing a Support user |
| author.zen:sunco:user_id | string | yes | A Zendesk resource name prefix describing a Messaging user |
| content | object | yes | Object that describes the content of the message. The inner fields depends on the type |

| Name | Type | Read-only | Description |
|--------------|--------|-----------|------------------------------------------------------------|
| content.type | string | yes | Data type of Content that is returned |
| metadata | object | yes | Various additional data that further describes this record |

Event Types

Ticket Comment Event

This event represents a comment added to the ticket, identified by the type `Comment`. For more information, see [Ticket comments](#).

By default, inline images are not included in the attachments array. For details, refer to [Ticket Comment Attachments](#).

Comments provide their content through the `body` attribute, which is HTML by default. The comment's visibility status can be found in `metadata.public`.

Example

```
1  {
2    "id": "01J9QN8DE6EV34VR3W0KGFY7TW",
3    "type": "Comment",
4    "reference": "zen:ticket_event:5492045170868225",
5    "created_at": "2024-10-09T03:30:42Z",
6    "author": {
7      "type": "agent",
8      "zen:support:user_id": 36742,
9      "display_name": "Sample Agent"
10   },
11   "content": {
12     "type": "html",
13     "body":
14     "<div class=\"zd-comment\" dir=\"auto\">who are <strong>you</strong>?!</div>"
15   },
16   "attachments": [
17     {
18       "url": "https://company-zendesk.com/api/v2/attachments/111.json",
19       "id": 8639388162301,
20       "file_name": "sample.png",
```

```

20         "content_url":
21         "https://company-zendesk.com/attachments/token/321/?name=sample.png",
22         "mapped_content_url":
23         "https://company-zendesk.com//attachments/token/321/?name=sample.png",
24         "content_type": "image/png",
25         "size": 20331,
26         "width": 128,
27         "height": 128,
28         "inline": false,
29         "deleted": false,
30         "thumbnails": [
31         {
32         "url":
33         "https://company-zendesk.com/api/v2/attachments/2135.json",
34         "id": 8639388164605,
35         "file_name": "sample_thumb.png",
36         "content_url":
37         "https://company-zendesk.com/attachments/token/321/?name=sample_thumb.png",
38         "mapped_content_url":
39         "https://company-zendesk.com/attachments/token/321?name=sample_thumb.png",
40         "content_type": "image/png",
41         "size": 10173,
42         "width": 80,
43         "height": 80,
44         "inline": false,
45         "deleted": false
46         }
47     ]
48 }
49
50 "metadata": {
51     "public": false,
52     "rich": true,
53     "system": {},
54     "custom": {}
55 }
56 }

```

Conversation Message

This represents a message within a ticket conversation. The event's type is `Messaging::ConversationMessage`.

Default text example

```

1  {
2      "id": "01J9QN8DW4DE2GAJ1J3NNTX36G",

```

```

3      "type": "Messaging::ConversationMessage",
4      "created_at": "2024-10-09T03:30:43Z",
5      "received_at": "2024-10-09T03:30:43.180Z",
6      "reference": "zen:sunco:conversation_message:cb50a6466aa82962df19a12a",
7      "attachments": [],
8      "author": {
9        "type": "end-user|agent|system",
10       "subtypes": ["ai"],
11       "zen:support:user_id": 123111233,
12       "zen:sunco:user_id": "a12391fd26928aa6646a05bc",
13       "display_name": "Sample User",
14       "avatar_url":
15         "https://static.zdassets.com/web_widget/latest/default_avatar.png"
16     },
17     "content": {
18       "type": "text",
19       "body": "My name is Neo!"
20     },
21     "metadata": {},
22     "source": {
23       "type": "zd:agentWorkspace"
24     }
25   }

```

Image attachment example

```

1  {
2    "id": "01JSEDHBM3A02ZA0ZQM22DCBK6",
3    "type": "Messaging::ConversationMessage",
4    "created_at": "2025-04-22T09:33:46Z",
5    "received_at": "2025-04-22T09:33:46.499Z",
6    "reference": "zen:sunco:conversation_message:4321627a7cd9fdd90270791a",
7    "attachments": [],
8    "author": {
9      "type": "end-user",
10     "zen:support:user_id": 830390092071,
11     "zen:sunco:user_id": "8704ef789d7cddf622de",
12     "display_name": "sample",
13     "avatar_url": "https://www.sample_avatar.com"
14   },
15   "content": {
16     "type": "image",
17     "media_url":
18       "https://company-zendesk.com.com/sc/attachments/v2/01JSED/8fe47.png",
19     "media_type": "image/png",
20     "media_size": 20331,
21     "alt_text": "8fe47.png",
22     "attachment_id": "01JSED"
23   }
24 }

```

```
22     },
23     "source": {
24         "type": "web",
25         "integration_id": "66fc3334"
26     },
27     "metadata": {
28         "system": {},
29         "custom": {},
30         "ticket_version": 0
31     }
32 }
```

Additional Conversation Message Fields

| Name | Type | Read-only | Description |
|-----------------------|---------|-----------|-------------------------------------------------------------------------------------------------------|
| received_at | string | yes | The time the message was received by Messaging (Sunshine Conversations). This differs from created_at |
| author.subtypes | array | yes | Array that describes the specific types of business authors. Examples: ai, bot |
| author.display_name | string | yes | Display name shown |
| author.avatar_url | string | yes | Avatar picture URL |
| content.media_url | string | yes | Attachment URL |
| content.media_type | string | yes | Attachment file type |
| content.media_size | integer | yes | Attachment file size |
| content.alt_text | string | yes | String that describes the content of the attachment |
| content.attachment_id | string | yes | Unique identifier of the attachment |
| source | object | yes | Object that describes the origin of the message |

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