Visisoft

yalst LiveSupportTool

Chat API Documentation

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Introduction

The chat API (application programming interface) allows you develop a chat client for the visitor's side of the yalst LiveSupportTool. It provides all the necessary functions to start, carry out and terminate a chat with an operator from any yalst site. All API functions (except DOWNLOAD) return their answers in the JSON format (see www.json.org for details) using the UTF-8 character set.

Prerequisites

You will need yalst 8.0 (or newer) to use the chat API.

API Calls

API calls are simple http or https (if supported by the respective yalst site) invocations of the chat.api.php script:

```
http://www.example.com/yalst/chat.api.php?site=1-1&cmd=hello
```

Please replace "www.example.com" with the domain of the respective yalst installation and "1-1" with the yalst site you want to chat with.

Here is a sample answer in the JSON format:

```
{
  "version: "2.0",
  "ssl": true,
  "chat": "online",
  "charlimit": 400,
  "welcome": "Welcome",
  "welcome2": "We are looking forward to chat with you!",
  "red": 0,
  "green": 0,
  "blue": 51,
  "boxred": 136,
  "boxgreen": 13,
  "boxblue": 0
}
```

Error Handling

Error messages will also be returned in the JSON format:

```
{
  "error": "missing site parameter",
  "code": 3
}
```

Language Support

Please add the lang parameter to every command to use another than the primary language. Additional languages must be configured in the yalst administration area. Use the two-character language code (ISO 639-1) as the parameter value, e.g. lang=fr for French. This feature requires API version 1.7 or newer.

API Commands

HELLO

chat.api.php?site=1-1&cmd=hello

Purpose:
collect information about yalst site and it's chat status

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	language code ("en", "de", etc.) (optional)
dept	report chat status for this department instead of system (1 character)

Returns:

chat	string	"online", "busy" (not in Basic edition) or "offline"
charlimit	integer	maximum lengths of chat texts
charset	string	character set of yalst installation ("UTF-8"), (clientcap>=1.4)
filesizelimit	integer	max. file size in bytes for uploads (requires a clientcap>=1.6)
ssl	boolean	"true" or "false" (true, if yalst site supports SSL)
version	string	version of the chat API (requires a clientcap>=1.2)
title	string	window title of chat windows (requires a clientcap>=1.4)
welcome	string	welcome message on chat start screen (header)
welcome2	string	welcome message on chat start screen
red	integer	background color, red part of RGB value (0-255)
green	integer	background color, green part of RGB value (0-255)
blue	integer	background color, blue part of RGB value (0-255)
boxred	integer	background color of boxes, red part of RGB value (0-255)
boxgreen	integer	background color of boxes, green part of RGB value (0-255)
boxblue	integer	background color of boxes, blue part of RGB value (0-255)
transcript	boolean	"true" or "false" (true if visitor transcript feature is turned on), requires a clientcap>=1.4
rating	boolean	"true" or "false" (true if rating feature is turned on), requires a clientcap>=1.4 and <2 this value is no longer supported in newer versions, because rating information are part of the „rate" command now
contactform	boolean	"true" or "false" (true if contact form is available), requires a clientcap>=1.4
offlinetext	string	system offline message, only available if contact form is not available (requires a clientcap>=1.4)
salutation	string	"sie" or "du", used only for some languages, requires a clientcap ≧ 1.6

smileys	bool	show emoticon input panel
refresh	integer	yalst page refresh setting in seconds, requires a clientcap>=1.6
storage_method	string	how the client should store information, values can be „cookie" or „sessionstorage", requires a clientcap>=2.0
cookiedomain	string	domain setting for cookie storage method, e.g. "example.com", defaults to an empty string for 1.5 ≦ clientcap < 2, only available if method is „cookie" and if a value has been set by the site admin, for clientcap ≧ 2.0

Command-specific errors:
none

Note:
There are dedicated scripts "online.php" and "online.js.php" if you are only interested in the online status of your site. Refer to the appendix for details.

ABOUT

(added in yalst 9.1)

chat.api.php?site=1-1&cmd=about

Purpose:
retrieve whitelabel information

Additional parameter:
site	yalst site (required)
lang	primary ("1") or secondary ("2") language ("1" if omitted)

Returns:
white	boolean	"true" or "false" (true in case of whitelabel versions)
label	string	about line as HTML code **OR** simple string
label	boolean	"false" if no about line configured

Command-specific errors:
none

ENTER

(added in yalst 9.3)

chat.api.php?site=1-1&cmd=enter&site=...

Purpose:
indicate loading of a specific page

Additional parameters:
site   yalst site (required)
lang   ISO 639-1 language code, primary language is used if omitted
visitorid   ID of current visitor (required)
page   specific page, currently only "startform" implemented

Returns:
success   string   "entered startform"

Command specific errors:
79   "missing visitorid parameter"
80   "invalid visitorid parameter"
81   "database_query failed" (unable to read visitor data)
82   "missing page parameter"
83   "invalid page parameter"
84   "database_query failed" (unable to update visitor data)

LEAVE

(added in yalst 9.3)

chat.api.php?site=1-1&cmd=leave&site=...

Purpose:
indicate unloading of a specific page

Additional parameters:
site   yalst site (required)
lang   ISO 639-1 language code, primary language is used if omitted
visitorid   ID of current visitor (required)
page   specific page, currently only "startform" implemented

Returns:
success   string   "entered startform"

Command specific errors:
same as in ENTER command (see above)

STARTFORM

(added in yalst 9.3)

chat.api.php?site=1-1&cmd=startform&dept=...

Purpose:
retrieve chat start from including user-defined fields in HTML

Additional parameters:
site   yalst site (required)
lang   ISO 639-1 language code, primary language is used if omitted
dept   show form for this department (1 character)

preset_choose_dept
                        1 or 0   indicates if the integration requires the user to select
                                           from the list of departments (optional)

Returns:
html   string   chat start form in HTML
name   string   full name of department
welcome   string   welcome message on start screen for department (header)
welcome2   string   welcome message on start screen for department
offlinetext   string   department offline message, only available if contact form is not
                                  available

Note:
The fields welcome, welcome2 and offlinetext are only available if the "dept" parameter is
used.

Command-specific errors:
66   "database_query failed" (unable to read department data)

PICTURE

(added in yalst 9.4)

chat.api.php?site=1-1&cmd=picture&operatorid=1

Purpose:
retrieve a photo/avatar of an operator

Additional parameters:
site   yalst site (required)
operatorid   ID of the operator in question

Returns:
picture   string   URL to the operator picture

Command-specific errors:
95   "missing operatorid parameter"
96   "invalid operatorid parameter"
97   "database_query failed" (unable to read operator data)

START

chat.api.php?site=1-1&cmd=start&name=johndoe&query=…

Purpose:
start a chat

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted
name	name or nickname of visitor (up to 20 characters)
visitorid	visitor monitoring ID (added in yalst 9.1)
query	initial question (max. length depends on max. chat length setting)
email	visitor's e-mail address
custom[n]	value of custom field n (starts with 0, added in yalst 9.3)
addfields	additional key-value fields (format "key1:value1; key2:value2", added in yalst 9.3)
phone	for internal use only (up to 30 characters)
ref	referrer information (up to 80 characters, added in yalst 9.1)
ref2	additional referrer information (up to 250 characters, added in yalst 9.1)
dept	department information (1 character, added in yalst 9.1)
department	user-choosen department for chat (1 character, added in yalst 9.3)
time	visitor's local time (in hh:mm format)
client	see client section below for details
colors	color depth of the client device (required, ~~8, 16, 24 or 32~~)
resolution	screen resolution of the client device (required, xxx*yyy w/o spaces, e.g. 800*600)
direct	"1" or "true" skips tests for required fields like email (added in yalst 9.3)
chattype	"active" or "auto", omit for standard chats (added in yalst 9.3)
comment	additional chat information (added in yalst 9.4)

Returns:

chat	integer	number of the new chat
session	string	session ID of the new chat

Note:
The "chat" and "session" values will be needed for every of the following commands. With an clientcap of 1.4 or better the API now enforces a possible required setting for the "query" and "email" parameters. The "department" parameter is required if the option "choose department prior to chat startup" is set in yalst and overrides the "dept" parameter. The "custom" parameter array requires a clientcap of 1.4 or better.

Client parameter:
For clientcaps below 1.6 client contains the name of the client software or device (required, up to 20 characters). For a clientcap of 1.6 or newer this parameter describes the properties and capabilities of the API client. The syntax is

```
<device type>,<client type>,<capability1>, <capability2>,...
```

<device type>	"desktop", "tablet" or "phone"
<client type>	"full-page" or "in-page"
<property>	"alarm", "files", "withdraw" or "cobrowsing"

More capabilities will be added in future versions of the API. Currently the following capabilities are supported:

alarm   the client is capable of alerting the visitor if the operator sends an alarm
files   the client supports file downloads and file uploads
cobrowsing the client supports cobrowsing
withdraw   the client does understand the „reloadchat" return value of the status
               command, indicating a withdrawn chat contribution of the operator

Example:
```
desktop,in-page,alarm,files
```
(desktop client which implements a chat directly in a web page and supports visitor alarms and file transfer)

Command-specific errors:
7   "missing client parameter"
12   "chat is busy"
13   "chat is offline"
14   "invalid time value"
15   "database_query failed" (can't create chat meta-data)
16   "database_query failed" (can't create temporary chat data)
17   "invalid colors parameter"
18   "missing colors parameter"
19   "missing resolution parameter"
58   "email is required" (only for clientcap>=1.4)
59   "query is required" (only for clientcap>=1.4)
60   "department is required" (only for clientcap>=1.4)
61   "invalid department" (only for clientcap>=1.4)
62   "department is busy or offline" (only for clientcap>=1.4)
63   "xxx is required (custom field)" (only for clientcap>=1.4)
64   "xxx has no yyy option (custom field" (only for clientcap>=1.4)
122   "user is blocked"

STATUS

chat.api.php?site=1-1&cmd=status&chat=…

Purpose:
collect status information about chat and inform operator about visitor's typing status

Additional parameters:
site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)
lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)
typing   visitor's typing status (true, if visitor is typing)
visibility   visibility state of the chat, if the document is in the background or an invisible
                 tab set to "hidden"
preview   text that the visitor has typed so far (note: this must be a POST parameter)

Returns:

status	string	"running" or "closed"
operator	string	name of operator
		(or null if chat hasn't been accepted yet)
picture	string	picture URL of Operator
		(or null if chat hasn't been accepted yet or no image is configured)
typing	boolean	"true" or "false" (true, if operator is typing)
lines	integer	number of contributions to this chat
paused	boolean	"true" or "false" (true, even if chat is closed, since v1.2)
timestamp	integer	server time as UNIX timestamp (added in 1.2)
optimestamp	integer	server time of last refresh of operator chat window (added in 1.2)
blocked	booloan	"true" or "false" (true, if the visitor is blocked, added in 1.3)
lang	string	2-character language code, added in 1.5, changed in 1.7 (was a single digit in 1.5 and 1.6, a clientcap of 1.5 or 1.6 also delivers the 2-character language code now)
alert	boolean	"true" or "false" (true, if the visitor should be alerted, added in 1.6 for capable clients)
alertsound	string	URL of sound file for visitor alerts; appears only if a custom sound file has been provided (added in 1.6 for capable clients)
sendfiles	string	"allowed" or "forbidden" (allowed, if file uploads are possible, added in 1.6 for capable clients)
secondop	boolean/object	"false" if no 2nd operator is or was involved, otherwise one of the following objects will be returned:
		secondop: {"color": false, "nicks": false}
		secondop: {"color": false, "nicks": true}
		secondop: {"color": true, "nicks": false}
		secondop: {"color": true, "nicks": true}
		if "color" is "true" chat contributions of the 2nd operator must be displayed in a different color, if "nicks" is "true" chat contributions of the 2nd operator must be labeled with the operator nick (see TEXT command for details)
closecase	string	chat close information, only available for closed chats (added in 1.6), possible values:
		"visitor" - chat was closed by the visitor
		"operator" - chat was closed by the operator
		"connection" - chat was closed automatically (connection problems to operator)
		"inactivity" - chat was closed automatically (no contributions on both sides for a given time period)
queuephrase	string	text phrase (if defined) to display before an operator takes over the chat; changes, if the waiting position changes
waitphrase	string	text phrase (if defined) to display if half of the acceptance timeout has been exceeded
infoline	string	operator info line (if provided) for current operator

audiovideo	boolean	"true" or "false" (true, if the operator has initiated an audio/video chat, added in 2.0)
translation	string	chat translation status, if feature is configured: no = chat isn't translated pending = need for translation still unclear yes = chat is translated cancelled = chat translation cancelled (added in 2.0)
translation_operator	string	language used by the operator (2-character code, added in 2.0, only available for translation „yes" or „cancelled")
translation_visitor	string	language used by the visitor (2-character code, added in 2.0, only available for translation „yes" or „cancelled")
reloadchat	boolean	„true" if chat should be reloaded, because previous contributions have been altered or deleted (added in 2.0)

Command-specific errors:
30   "database_query failed" (can't update temporary chat data)
31   "database_query failed" (can't read chat data)

Note:
This command also indicates that the client is still participating in the chat. It should be called at least every 30 seconds, otherwise the chat could be closed automatically. The audio/video feature requires a Professional edition and a configured audio/video service. The translation feature requires a Business edition and a special configuration in the administration area (including a DeepL key).

TEXT

chat.api.php?site=1-1&cmd=text&chat=…

Purpose:
retrieve a chat contribution

Additional parameters:
site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted
chat	chat number (required)
session	session ID (required)
pos	desired contribution number (required, 1 for 1st position)
counter	number of contributions to retrieve (added in 1.5)

Returns:
time	string	time stamp of the contribution (in hh:mm format)
from	string	source of the contribution ("operator", "visitor", "advertisment" or "system")
text	string	text, filename or url of the contribution
text_translation	string	text in the language of the operator (added in 2.0, only if a translated text is available)
links	integer	number of links in the chat text

url1	string	link url #1 (only if links > 0)
…	…	...
url**n**	string	link url #**n** (only if links > 0)
type	string	type of contribution, "text", "file" or "cobrowse" (added in 1.6)
file_id	integer	ID of a transferred file (only if type is "file", added in 1.6)
file_size	integer	size of a transferred file (only if type is "file", added in 1.6)
file_mimetype	string	mime type of the transferred file (only if type is "file", added in 1.6)
secondop	boolean/ string	only in chats with 2nd operator, possible values: - "false" - contribution is from main operator - "true" - contribution is from 2nd operator, name is not public - string with operator name, contribution is from 2nd operator, contribution must be labelled with name (added in 1.6)
resolution	string	recommended screen size for cobrowsing (only if type is "cobrowse", added in 1.6)
ycobro_sid	string	cobrowsing session ID (only if type is "cobrowsing", added in 1.6)
operator	string	display name of the main operator (added in 1.6)
operatorid	integer	ID of operator (added in 1.6)
message	string	"transfer" (chat is in transfer) or empty (added in 1.6)

Note:
This command returns an array in the case of multiple contributions. A counter value of 0 results in an empty array (changed in 2.0).

Command-specific errors:
32   "missing pos parameter"
33   "invalid pos parameter"
34   "database_query failed" (can't read chat data)

POST

chat.api.php?site=1-1&cmd=post&chat=

Purpose:
post a chat contribution

Additional parameters:
site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted

chat	chat number (required)
session	session ID (required)

text   text of chat contribution (note: this must be a POST parameter)

Returns:
line   integer   line number of the new contribution
time   string   time stamp of the new contribution (in hh:mm format)
timestamp   integer   server time as UNIX timestamp (added in 1.2)

Command-specific errors:
36   "missing text parameter"
37   "database_query failed" (unable to read chat data)
38   "database_query failed" (unable to update chat data)

UPLOAD

(added in yalst 9.4)

chat.api.php?site=1-1&cmd=upload&chat=…

Purpose:
upload a file to operator

Additional parameters:
site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)
lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)
userfile   file to upload (note: this must be a POST parameter)

Returns:
line   integer   line number of the new contribution
time   string   time stamp of the new contribution (in hh:mm format)
timestamp   integer   server time as UNIX timestamp
file_id   integer   ID of a transferred file (added in 2.0)

Note:
This command requires a client with file capabilities (see START command for details). It is
very similar to the POST command.

Command-specific errors:
85   "client has no file capabilities"
86   "file uploads are not allowed"
87   "no file received"
88   "file too large"
89   "file is empty"
90   "upload failed"
91   "database_query_failed" (unable to update file transfer data)
92   "chat is closed"

93   "database_query failed" (unable to update chat data)

94   "database_query failed" (unable to update chat data)
103   "uploaded file defective" (file didn't pass an optional virus check)

DOWNLOAD

(added in yalst 9.4)

chat.api.php?site=1-1&cmd=download&chat=…

Purpose:
download a file from operator

Additional parameters:
site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted
chat	chat number (required)
session	session ID (required)
file_id	ID of the file to download, see TEXT command for details (required)
savefile	send additional headers to save the file (boolean, not required)

Note:
This command requires a client with file capabilities (see START command for details). It is the only command which doesn't return a JSON response, instead the requested file will be returned. HTTP errors are used to indicate problems (see list below).

Command-specific errors (HTTP codes!):
400   "Bad Request" (missing or invalid file_id)
410   "Gone" (chat closed)
500   "Internal Server Error" (database or filesystem errors)

QUIT

chat.api.php?site=1-1&cmd=quit&chat=…

Purpose:
quit a chat

Additional parameters:
site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted
chat	chat number (required)
session	session ID (required)

Returns:
byetext	string	farewell message from the chat system (or null if no message is configured), this text can be retrieved by the "TEXT" command too
lines	integer	number of contributions for this chat

Command-specific errors:
28   "chat is closed"
39   "database_query failed" (unable to update chat data)
40   "database_query failed" (unable to read chat data)
41   "database_query failed" (unable to update chat meta-data)
78   "database_query failed" (unable to update chat meta-data)

PAUSE

(added in yalst 9.0)

chat.api.php?site=1-1&cmd=pause&chat=…

Purpose:
interrupt a chat for a short period of time,
It indicates to the agent that the chat UI is temporarily no longer visible to the visitor.
typically sent on the "visibilitychange" DOM event,
A paused chat can be resumed with the RESUME command.

Keeping the chat alive by periodically sending STATUS commands, is **not required** between PAUSE and RESUME.

Additional parameters:
site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)
lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)

Returns:
success   string   "chat paused"

Command-specific errors:
43   "chat is closed"
44   "chat is already paused"
45   "database_query failed" (unable to update chat meta-data)
51   "database_query failed" (unable to update temporary chat data)

RESUME

(added in yalst 9.0)

chat.api.php?site=1-1&cmd=resume&chat=…

Purpose:
resume a paused chat,
it indicates to the agent that the chat UI is again visible to the visitor.
typically sent on the "visibilitychange" DOM event
see the PAUSE command

Additional parameters:

site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)

lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)

Returns:
success   string   "chat resumed"

Command-specific errors:
46   "chat is closed and online"
47   "chat is closed and busy"
48   "chat is closed and offline"
49   "chat is not paused"
50   "database_query failed" (unable to update chat meta-data)
52   "database_query failed" (unable to update temporary chat data)

ABSENT

(added in yalst 9.4, release 9.405 or better)

chat.api.php?site=1-1&cmd=absent&chat=…

Purpose:
indicate, that the visitor has left the page temporarily or permanently,
typically sent on the "pagehide" DOM event, it has the effect that, if subsequently the
heartbeat signal between the chat and the server is lost for a threshold duration (currently
1 minute), the chat gets closed with the reason "closed by visitor". Otherwise, a lost
heartbeat connection would always result in the chat close reason "connection failed".

The chat can be resumed by **every** api command which requires a **session ID**.
(Command HELLO can not resume chats). The closed chat cannot be resumed – i.e. after
a silence period of the threshold duration (currently 1 minute).

Additional parameters:
site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)
lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)

Returns:
success   string   "visitor absent"

Command-specific errors:
104   "chat is closed"
105   "visitor is already absent"
106   "database_query failed" (unable to update chat meta-data)

RATE

(added in yalst 9.3, extended in yalst 11)

chat.api.php?site=1-1&cmd=rate&chat=…

Purpose:
rate a chat or read rating settings

Additional parameters:
site   yalst site (required)
clientcap   API version the client supports (e.g. 2.0, 1.0 if omitted)
lang   ISO 639-1 language code, primary language is used if omitted
chat   chat number (required)
session   session ID (required)

rating   1 (worst) til 2, 3, 4 or 5 (depends on a system/department setting)
ratingtext   visitor rating text (depends on a system/department setting,
                note: this must be a POST parameter, not allowed without „rating")

Returns (if rating parameter is used):
success   string   "chat rated"

Returns (if rating parameter is NOT used):
rating   boolean   „true" or „false", „true" if rating feature is turned on
maxlevel   integer   2, 3, 4 or 5 representing the maximum rating level available
                                (will not be returned if rating feature is off)
maxtext   integer   maximum text length for an optional rating text, 0 if rating texts
                                are turned off (will not be returned if rating feature is off)

Command-specific errors:
67   "rating feature is turned off"
68   "chat is not closed"
69   "missing rating parameter"
70   "invalid rating parameter"
71   "database_query failed" (unable to update chat meta-data)
137   "text not allowed"
138   "text too long"

TRANSCRIPT

(added in yalst 9.3)

chat.api.php?site=1-1&cmd=transcript&chat=…

Purpose:
send a chat transcript to the visitor via e-mail

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 2.0, 1.0 if omitted)
lang	ISO 639-1 language code, primary language is used if omitted
chat	chat number (required)
session	session ID (required)
email	e-mail address of visitor (required)

Note:
The e-mail address can be omitted, if an address was provided by the START command.

Returns:
success   string   "transcript sent"

Command-specific errors:
72   "missing email parameter"
73   "invalid email parameter"
74   "database_query failed" (unable to read chat data)

75   "chat has no content"
76   "mail failed"
77   "database_query failed" (unable to update chat meta-data)

MONITOR

chap.api.php?site=1-1&cmd=monitor&chatsessions[]=…&chatsessions[]=…

Purpose:
retrieve information about a selection of chats

Additional parameters:

site		yalst site (required)
clientcap		API version the client supports (e.g. 2.0, 1.0 if omitted)
chatsessions		array of chat session IDs to be queried (required)
apikey	string	to retrieve the system contributions as well (see ADMINMSG)
counter	number	retrieve the last n contributions

Note:
This is an additional command which is usually not needed to develop visitor-side chat clients.

Returns an array of session IDs:

query	string	"OK" or "NOT FOUND" or "INVALID SESSION ID"
chatId	integer	ID of this chat
status	string	"running" or "closed", status of this chat
start	integer	start time of chat as UNIX timestamp
ts2	integer	end time of chat as UNIX timestamp (only if chat is beeing post-processed by the operator)
visitorName	string	chat name of visitor

contributions array

time	string	time of contribution in hh:mm:ss format
from	string	"operator", "system" or "visitor"
text	string	text of the contribution
text_translation		text in the language of the operator (added in 2.0, only if a translated text is available)
withdrawn	boolean	"true" for withdrawn contributions (added in 2.0)
links	integer	number of links in the chat text
url1	string	link url #1 (only if links > 0)
…	…	...
url**n**	string	link url #**n** (only if links > 0)
type	string	"text", "file" or "cobrowse"
operator	string	display name of operator
file_id	integer	ID of a transferred file (only if type is "file")
file_size	integer	size of a transferred file (only if type is "file")
file_mimetype	string	mime type of the transferred file (only if type is "file")
secondop	boolean/ string	only in chats with 2nd operator, possible values: - "false" - contribution is from main operator - "true" - contribution is from 2nd operator, name is not public - string with operator name, contribution is from 2nd operator, contribution must be labelled with name
resolution	string	recommended screen size for cobrowsing (only if type is "cobrowse")
ycobro_sid	string	cobrowsing session ID (only if type is "cobrowsing")
message	string	"transfer" (chat is in transfer) or empty

Command-specific errors:
99	"missing chatsessions parameter"
100	"database_query failed" (unable to retrieve chat sessions)
101	"database_query failed" (unable to retrieve chat meta data)
102	"database_query failed" (unable to retrieve chat data)

ADMINMSG

Purpose: TODO: Integrate a chat contribution send by an administrator.

Parameters:
apikey
chat
session
site
text

Returns:
success   "message sent"

AUDIOVIDEO.GETTOKEN

chat.api.php?site=1-1&cmd=audiovideo.gettoken&chat=…

Purpose:
Create the JSON-Web-Token (JWT) which authorises the chat client to access an Audio/
Video session (room).

Notes:
This command requires an additional audio/video component. It will fail with an error if no
Audio/Video API key is configured.

Parameters:
chat   chat number (required)
session   session ID (required)

Returns:
token   string   Audio/Video access JWT

AUDIOVIDEO.DECLINE

chat.api.php?site=1-1&cmd=audiovideo.decline&chat=…

Purpose:
Notify yalst that the client has *dismissed* the Audio/Video user interface.

Notes:
This command requires an additional audio/video component.

Parameters:
chat   chat number (required)
session   session ID (required)
reason   "rejected", "finished", "finished-by-operator"

`reason` parameter:
"rejected": usually on user interaction *before* successful exchange of media streams
"finished": usually on user interaction *after* successful exchange of media streams

"finished-by-operator": usually when the UI is dismissed automatically as a consequence of the operator leaving the Audio/Video session first.

Debug Parameter

Every command supports the "debug" parameter. Use this parameter to log all GET and POST parameters into yalst/log/error.log.

Example:
chat.api.php?site=1-1&cmd=hello&debug=true

General Errors

1	"database_connect failed"
2	"database_select_db failed"
3	"missing site parameter"
4	"invalid site parameter"
5	"database_query failed" (unable to read site settings)
6	"site not found"
7	"missing command parameter"
8	"invalid command parameter"
54	"unable to locate language file"
55	"database_query failed" (unable to read department data)
56	"database_query failed" (unable to read session data)
57	"database_query failed" (unable to read operator data)
65	"unable to locate or read language file"

Errors for the commands STATUS, TEXT, POST, PAUSE, RESUME, ABSENT, RATE, TRANSCRIPT, DOWNLOAD, UPLOAD and QUIT

20	"missing chat parameter"
21	"invalid chat parameter"
22	"missing session parameter"
23	"invalid session parameter"
24	"database_query failed" (unable to read chat meta-data)
25	"chat or session not found"
26	"database_query failed" (unable to read temporary chat data)
27	"chat not found"

API Versions

1.0	yalst 8.0
1.1	yalst 8.1
1.2	yalst 9.0
1.3	yalst 9.1
1.4	yalst 9.3

APPENDIX:
Additional API Endpoints for the Pre-Chat Phase

A. online.php

online.php?size=1-1&dept=A

Purpose:
check if the system is online, offline or busy

Parameters:
site   yalst site (required)
dept   department information (1 character, optional)

This script call returns just a single digit:
0   an error occurred
1   system is offline
2   system is online
3   system is busy

Note:
The dept parameter requires a Business edition, the "busy" status is only available in Professional and Business editions.

B. online.js.php

Purpose:
online.js.php is a variant of online.php for easy usage within JavaScript code

Parameters:
site   yalst site (required)
dept   department information (1 character, optional)
callback   returns the result in JSONP format; refer to this **Wikipedia article** for details
ajax   any true value returns the result in JSON format (for usage in AJAX calls)

Returns:
returns the definition of a JavaScript identifier (yONLINE) with the online status; the same number codes are used as in online.php; refer to the parameter list for alternate output formats

E.g. (JSON case):
```
{"availability" : "online" }
```

C. online.json.php

Purpose:
online.json.php is a variant of online.js.php which allows a query over multiple site and department combinations

Parameter:
query   query string (required), explained below

Query format:
Expects a string in JSON format with an array of sites and departments to check. For example {"1-1":["ALL","D"],"2-1":["ALL"]} means:
- check online status of site 1-1 (in its entirety)
- check online status of department „D" at site „1-1"
- check online status of site 2-1 (in its entirety)
Use either the department abbreviation or the string "ALL" for the online status of the entire site.

Returns:
online.json.php always returns a result or an error message in JSON format. Sample result for the sample query from above:

```
{
    "1-1": {
        "ALL": "online",
        "D": "busy"
    },
    "2-1": {
        "ALL": "offline"
    }
}
```
Valid result status values are „online", „busy", „offline" or „error". The „busy" state requires a Professional or Business edition.

Note:
online.json.php requires yalst 10.07 or newer

D. visitor-api.shouldinvite.php

visitor-api.shouldinvite.php?site=1-1&dept=A&priority=50

Purpose:
ask yalst if a visitor should be invited based on the settings of the operator capacity based auto-invitation (administration > configuration > Apps and APIs > Visitor API)

Parameters:
site   yalst site (required)
dept   department information (1 character, optional)
callback   returns the result in JSONP format instead of JSON;
                  refer to this **Wikipedia article** for details
priority   optionally increase likelihood of invitation by using a higher number
                  (allowed are values from 1 to 100)

Returns (JSON case):
`{"shouldInvite" : false }` or `{"shouldInvite" : true }`

Note:
returns an error text in JSON format if an error occurs, example:
`{"error" : "missing site parameter"}`

E. **invite.api.php**

invite.api.php?site=1-1&dept=A&cookie=…

Purpose:
triggers a yalst chat invitation; requires a yalst integration with enabled visitor monitoring

Parameters:
site   yalst site (required)
dept   department information (1 character, optional)
cookie   value of YALSTSESSION cookie for this visitor (required)

Returns (in JSON format):
success   string   "chat invitation started"

Possible errors (in JSON format):
1   "database_connect failed"
2   "database_select_db failed"
3   "missing site parameter"
4   "invalid site parameter"
5   "database_query failed" (unable to read site settings)
6   "site not found"
7   "invites are not supported in this edition"
8   "auto-invites are currently deactivated"
9   "database_query failed" (unable to get online status)
10   "chat is offline"
11   "chat is busy"
12   "missing cookie parameter"
13   "invalid cookie parameter"
14   "database_query failed" (unable to read visitor data)
15   "visitor not found"
16   "visitor has left site"
17   "visitor is blocked"
18   "another visitor action is running"
19   "database_query failed" (unable to update visitor status)