

yalst LiveSupportTool

Chat API Documentation

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Author: Dr. Markus Jasinski
Visisoft OHG, Schonenfahrerstr. 7, 18057 Rostock, Germany
www.visisoft.de - www.yalst.de - www.yalst.com

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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": "1.4",
  "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=2` parameter to every command to use the secondary language. This feature requires API version 1.4 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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" if omitted)

Returns:

chat	string	"online", "busy" (not in Basic edition) or "offline"
charlimit	integer	maximum lengths of chat texts
filesizelimit	integer	max. file size in bytes for uploads (requires a <code>clientcap</code> \geq 1.6)
ssl	boolean	"true" or "false" (true, if yalst site supports SSL)
version	string	version of the chat API (requires a <code>clientcap</code> \geq 1.2)
title	string	window title of chat windows (requires a <code>clientcap</code> \geq 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)
charset	string	character set of yalst installation, requires a <code>clientcap</code> \geq 1.4
transcript	boolean	"true" or "false" (true if visitor transcript feature is turned on), requires a <code>clientcap</code> \geq 1.4
rating	boolean	"true" or "false" (true if rating feature is turned on), requires a <code>clientcap</code> \geq 1.4
contactform	boolean	"true" or "false" (true if contact form is available), requires a <code>clientcap</code> \geq 1.4
offlinetext	string	system offline message, only available if contact form is not available (requires a <code>clientcap</code> \geq 1.4)
cookiedomain	string	domain setting for visitor cookies, default is an empty string, requires a <code>clientcap</code> \geq 1.5
salutation	string	"sie" or "du", used only for some languages, requires a <code>clientcap</code> \geq 1.6
refresh	integer	yalst page refresh setting in seconds, requires a <code>clientcap</code> \geq 1.6

Command-specific errors:
none

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 primary ("1") or secondary ("2") language ("1" 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 "mysql_query failed" (unable to read visitor data)
82 "missing page parameter"
83 "invalid page parameter"
84 "mysql_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	primary ("1") or secondary ("2") language ("1" if omitted)
visitorid	ID of current visitor (required)
page	specific page, currently only "startform" implemented

Returns:

success	string	"entered startform"
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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	primary ("1") or secondary ("2") language ("1" if omitted)
dept	show form for this department (1 character)

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	"mysql_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	"mysql 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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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-chosen 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" 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

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 "mysql_query failed" (can't create chat meta-data)

16 "mysql_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)

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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" if omitted)
chat	chat number (required)
session	session ID (required)
typing	visitor's typing status (true, if visitor is typing)
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, if chat is paused, added in 1.2)
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	boolean	"true" or "false" (true, if the visitor is blocked, added in 1.3)
lang	integer	"1" or "2" (primary or secondary language, added in 1.5)
alert	boolean	"true" or "false" (true, if the visitor should be alerted, 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)

Command-specific errors:

30 "mysql_query failed" (can't update temporary chat data)

31 "mysql_query failed" (can't read chat data)

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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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" or "system")
text	string	text of the contribution
links	integer	number of links in the chat text
url1	string	link url #1 (only if links > 0)
...
urln	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 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.

Command-specific errors:

- 32 "missing pos parameter"
- 33 "invalid pos parameter"
- 34 "mysql_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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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 "mysql_query failed" (unable to read chat data)
- 38 "mysql_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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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

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	"mysql_query_failed" (unable to update file transfer data)
92	"chat is closed"
93	"mysql_query failed" (unable to update chat data)
94	"mysql_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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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)
lines	integer	number of contributions for this chat

Command-specific errors:

28	"chat is closed"
39	"mysql_query failed" (unable to update chat data)
40	"mysql_query failed" (unable to read chat data)
41	"mysql_query failed" (unable to update chat meta-data)
78	"mysql_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

(useful for single-tasking systems or integrated web chats)

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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	"mysql_query failed" (unable to update chat meta-data)
51	"mysql_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

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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 "mysql_query failed" (unable to update chat meta-data)
52 "mysql_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

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" 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 "mysql_query failed" (unable to update chat meta-data)

RATE

(added in yalst 9.3)

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

Purpose:
rate a chat

Additional parameters:

site	yalst site (required)
clientcap	API version the client supports (e.g. 1.6, 1.0 if omitted)
lang	primary ("1") or secondary ("2") language ("1" if omitted)
chat	chat number (required)
session	session ID (required)
rating	1 (worst), 2, 3 or 4 (best) (required)

Returns:
success string "chat rated"

Command-specific errors:

- 67 "rating feature is turned off"
- 68 "chat is not closed"
- 69 "missing rating parameter"
- 70 "invalid rating parameter"
- 71 "mysql_query failed" (unable to update chat meta-data)

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. 1.6, 1.0 if omitted)
- lang primary ("1") or secondary ("2") language ("1" 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 "mysql_query failed" (unable to read chat data)
- 75 "chat has no content"
- 76 "mail failed"
- 77 "mysql_query failed" (unable to update chat meta-data)

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 "mysql_connect failed"
- 2 "mysql_select_db failed"
- 3 "missing site parameter"
- 4 "invalid site parameter"
- 5 "mysql_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 "mysql_query failed" (unable to read department data)
- 56 "mysql_query failed" (unable to read session data)
- 57 "mysql_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 "mysql_query failed" (unable to read chat meta-data)
- 25 "chat or session not found"
- 26 "mysql_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
- 1.5 yalst 9.31
- 1.6 yalst 9.4