

# Genesys Cloud Collaborate Chat API Public Preview Beta



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# What it is

The screenshot displays the Genesys Developer Center API Explorer interface. The left sidebar shows a navigation menu with categories like Analytics & Data Management, Authorization, Billing, Communication & Digital Channels, GDPR & Privacy, Notifications & Alerts, Organization, Platform, Routing & Conversation Handling, Telephony, and User & Agent Management. The 'Platform' category is expanded, showing sub-items like Overview, Embeddable Framework, Audit, Geolocation APIs, Integrations, Operational Event Catalog, Platform API, Preview APIs, Process Automation, UI and DOM manipulation, Usage APIs, and Webhooks. The main content area is titled 'Chat' and lists various API endpoints with their methods and descriptions. The endpoints are as follows:

Method	Endpoint	Description
GET	/api/v2/chats/messages/{messageId}	Get a message
POST	/api/v2/chats/rooms	Create an adhoc room
GET	/api/v2/chats/rooms/{roomId}	Get a room
PATCH	/api/v2/chats/rooms/{roomId}	Set properties for a room
GET	/api/v2/chats/rooms/{roomId}/messages	Get a room's message history
POST	/api/v2/chats/rooms/{roomId}/messages	Send a message to a room
GET	/api/v2/chats/rooms/{roomId}/messages/{messageIds}	Get messages by id(s) from a room
DELETE	/api/v2/chats/rooms/{roomId}/messages/{messageId}	Delete a message in a room
PATCH	/api/v2/chats/rooms/{roomId}/messages/{messageId}	Edit a message in a room
DELETE	/api/v2/chats/rooms/{roomId}/participants/{userId}	Remove a user from a room.
POST	/api/v2/chats/rooms/{roomId}/participants/{userId}	Join a room
POST	/api/v2/chats/rooms/{roomId}/pinnedmessages	Add pinned messages for a room, up to a maximum of 5 pinned messages
DELETE	/api/v2/chats/rooms/{roomId}/pinnedmessages/{pinnedMessageId}	Remove a pinned message from a room

\* Public API REST endpoints for Collaborate Chat Room Management and Message CRUD operations

For API documentation, click [here](#)



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# Full List of REST Endpoints

\*For API documentation, click [here](#)

☆ GET	/api/v2/chats/messages/{messageId}	Get a message
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☆ GET	/api/v2/chats/rooms/{roomId}	Get a room
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☆ GET	/api/v2/chats/rooms/{roomId}/messages	Get a room's message history
☆ POST	/api/v2/chats/rooms/{roomId}/messages	Send a message to a room
☆ GET	/api/v2/chats/rooms/{roomId}/messages/{messageIds}	Get messages by id(s) from a room
☆ DELETE	/api/v2/chats/rooms/{roomId}/messages/{messageId}	Delete a message in a room
☆ PATCH	/api/v2/chats/rooms/{roomId}/messages/{messageId}	Edit a message in a room
☆ DELETE	/api/v2/chats/rooms/{roomId}/participants/{userId}	Remove a user from a room.
☆ POST	/api/v2/chats/rooms/{roomId}/participants/{userId}	Join a room
☆ POST	/api/v2/chats/rooms/{roomId}/pinnedmessages	Add pinned messages for a room, up to a maximum of 5 pinned messages
☆ DELETE	/api/v2/chats/rooms/{roomId}/pinnedmessages/{pinnedMessageId}	Remove a pinned message from a room
☆ GET	/api/v2/chats/threads/{threadId}/messages	Get history by thread
☆ GET	/api/v2/chats/users/{userId}/messages	Get 1on1 History between a user
☆ POST	/api/v2/chats/users/{userId}/messages	Send a message to a user
☆ GET	/api/v2/chats/users/{userId}/messages/{messageIds}	Get messages by id(s) from a 1on1
☆ DELETE	/api/v2/chats/users/{userId}/messages/{messageId}	Delete a message to a user
☆ PATCH	/api/v2/chats/users/{userId}/messages/{messageId}	Edit a message to a user

CATEGORY

Select all | Clear all

- ☐ Analytics
- ☐ Architect
- ☒ Chat
- ☐ Conversations
- ☐ Flows
- ☐ Groups
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- ☐ Journey
- ☐ Knowledge
- ☐ Organization Authorization
- ☐ Presence
- ☐ Quality
- ☐ Routing
- ☐ Search
- ☐ Task Management
- ☐ Teams
- ☐ Telephony Providers Edge
- ☐ Tokens
- ☐ Users

## What You will need

- \*Platform API OAuth client, docs [here](#)
- Works with Client Credential grant type
- Associated Role requires the **chat:chat:access permission**

**Thank you for participating in the  
beta!**

