

# yalst LiveSupportTool

## Chat API Documentation

Revision: 1.0 - April 2010

Author: Dr. Markus Jasinski  
Visisoft, Lise-Meitner-Ring 7, 18059 Rostock, Germany  
[www.visisoft.de](http://www.visisoft.de) - [www.yalst.de](http://www.yalst.de) - [www.yalst.com](http://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 return their answers in the JSON format (see [www.json.org](http://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:

```
{
  "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
}
```

## 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)

Returns:

chat	string	"online" or "offline"
chatlength	integer	maximum lengths of chat texts
ssl	boolean	"true" or "false" (true, if yalst site supports SSL)
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)

### START

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

Purpose:

start a chat

Additional parameters:

site	yalst site (required)
name	name or nickname of visitor (up to 20 characters)
query	initial question (up to 200 characters)
email	visitor's e-mail address (
time	visitor's local time (in hh:mm format)
client	name of the client software or device (up to 20 characters)
colors	color depth of the client device (8, 16, 24 or 32)
resolution	screen resolution of the client device (e.g. 800*600)

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.

## 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)
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 ( <b>note</b> : 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)
typing	boolean	"true" or "false" (true, if operator is typing)
lines	integer	number of contributions to this chat

## TEXT

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

### Purpose:

retrieve a chat contribution

### Additional parameters:

site	yalst site (required)
chat	chat number (required)
session	session ID (required)
pos	desired contribution number (required)

### 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)

## POST

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

Purpose:

post a chat contribution

Additional parameters:

site	yalst site (required)
chat	chat number (required)
session	session ID (required)
text	text of chat contribution ( <b>note</b> : 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)

## QUIT

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

Purpose:

quit a chat

Additional parameters:

site	yalst site (required)
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