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Improve the Messenger API Collecting Feedback

CC Christian Cantinelli •

Feature Request# **اسم المنتدى:** •

We would like some improvements to the API to include the new messenger feature.

Some of the endpoints we would like to be available if possible are as follows:

- API-Endpoint: check if the user is authenticated and has an active session
- API-Endpoint: create a new chat and return a reference ID and the id of the deskpro chat department (the user is taken in session by the endpoint)
- API-Endpoint: check the summary of the conversation, which would have different functions, such as:
 - Chat status (pending / open / closed)
- Array of messages between user and operator (marked by an increasing numeric ID, in order to graph them correctly)
 - Agent data (name)
 - Chat info (array with start and end date / time - if any)
- API-Endpoint: close the chat by passing the id of the same

Thanks