



LINK Conversations API

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LINK Conversations API

Overview

LINK Conversations API to drive conversations.

Version information

Version : 2.0.2

URI scheme

Host : api.conversationalmessaging.com

BasePath : /

Schemes : HTTPS

Tags

- Administration
- Conversation
- Featureset

Paths

Requests a list with all existing settings for your account

```
GET /gateway/lmc/v1/admin/settings
```

Responses

HTTP Code	Description	Schema
200	A list with all conversation settings for your account	< ConversationSettings > array

Produces

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Updates or creates settings for the given ID

```
PUT /gateway/lmc/v1/admin/settings
```

Parameters

Type	Name	Description	Schema
Body	ConversationsSettings <i>required</i>	The settings object	ConversationSettings

Responses

HTTP Code	Description	Schema
default	successful operation	No Content

Consumes

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Requests the settings for a given ID

```
GET /gateway/lmc/v1/admin/settings/{settingsId}
```

Parameters

Type	Name	Description	Schema
Path	settingsId <i>required</i>	The UUID of the settings.	string (uuid)

Responses

HTTP Code	Description	Schema
200	The configured settings for this conversation.	ConversationSettings
422	Settings with the given ID couldn't be found	ApiError

Produces

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Deletes the settings object for a given ID

```
DELETE /gateway/lmc/v1/admin/settings/{settingsId}
```

Parameters

Type	Name	Description	Schema
Path	settingsId <i>required</i>	The UUID of the settings.	string (uuid)

Responses

HTTP Code	Description	Schema
200	successful operation	ConversationSettings
422	Settings with the given ID couldn't be found	ApiError

Produces

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Fetches the conversation featureset depending on the customer's enabled channels.

```
GET /gateway/lmc/v1/featureset
```

Responses

HTTP Code	Description	Schema
200	successful operation	ChannelFeatureset
400	The JSON is wrongly encoded or the Conversational Platform is currently experiencing problems.	ApiError
401	The Bearer token is missing, expired or invalid. Please request a new token.	ApiError

Produces

- [application/json](#)

Tags

- Featureset

Security

Type	Name
oauth2	api_authorization

Sends a conversation message to a MSISDN.

```
POST /gateway/lmc/v1/phone/{msisdn}/conversationMessage
```

Parameters

Type	Name	Description	Schema
Path	msisdn <i>required</i>	The MSISDN in the international format (E.164).	string
Query	messageId <i>required</i>	The UUID of the message.	string (uuid)

Type	Name	Description	Schema
Query	settingsId <i>optional</i>	The UUID of the conversation settings to be applied. Please note that when the settings ID is provided and the message triggers the sending of the welcome message (in case the Web Channel is used), then the welcome text corresponding to this settings ID will be used. In this case the language mechanism (selecting the welcome message based on the MSISDN's country prefix) will be overridden.	string (uuid)
Body	conversationMessage <i>required</i>	The conversation message.	ConversationMessage

Responses

HTTP Code	Description	Schema
200	successful operation	ConversationMessage
400	The JSON is wrongly encoded or the Conversational Platform is currently experiencing problems.	ApiError
401	The Bearer token is missing, expired or invalid. Please request a new token.	ApiError

Consumes

- `application/json`

Produces

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Register media file URLs to be used within a conversation message.

```
POST /gateway/lmc/v1/registerFile
```

Description

At the moment only image, audio and video formats are supported. Document formats (e.g. PDF) are not yet supported. The concrete supported media formats might depend on the delivery channel. Please note, that all media must be served via HTTPS.

Parameters

Type	Name	Description	Schema
Body	registerFile <i>required</i>	The register file request body.	RegisterFile

Responses

HTTP Code	Description	Schema
200	successful operation	RegisterFileResponse
400	The JSON is wrongly encoded or the Conversational Platform is currently experiencing problems.	ApiError
401	The Bearer token is missing, expired or invalid. Please request a new token.	ApiError

Consumes

- `application/json`

Produces

- `application/json`

Tags

- Conversation

Security

Type	Name
oauth2	api_authorization

Definitions

ApiError

Name	Description	Schema
error <i>optional</i>	The HTTP Status code as text Example : "Unauthorized"	string
message <i>optional</i>	The actual error message. Example : "Missing or invalid token"	string
status <i>optional</i>	This is the HTTP Status code Example : "401"	string

CallAction

Name	Description	Schema
msisdn <i>required</i>	The mobile phone number in E.164 format Example : "+491711234567"	string

CardContent

Name	Description	Schema
cardMedia <i>optional</i>	Optional media to show	CardMedia
description <i>optional</i>	Optional description of the card, up to 2000 characters Example : "Please also carry your valid passport / ID card with you during the whole journey for proof of identity."	string
suggestions <i>optional</i>	Optional list of suggestions to show within the card	< Suggestion > array
title <i>optional</i>	Optional title of the card, up to 200 characters Example : "Boarding Pass"	string

CardMedia

Name	Description	Schema
cardHeight <i>required</i>	The height of the media within the CardMedia Example : "MEDIUM"	enum (UNSPECIFIED, SHORT, MEDIUM, TALL)

Name	Description	Schema
fileId <i>required</i>	The id of the file registered beforehand with a registerFile request Example : "27fe4972-36d1-4b69-8d63-339c096d054e"	string

CarouselCard

Name	Description	Schema
cardContents <i>required</i>	A list of card contents to be shown in the carousel. At least 2 and not more than 10 cards must be provided.	< CardContent > array
cardWidth <i>required</i>	The card width in the carousel Example : "SMALL"	enum (UNSPECIFIED, SMALL, MEDIUM)

CarouselCardFeatureset

Name	Description	Schema
maxCardNumbers <i>optional</i>	The maximum amount of cards that a carousel card supports.	integer (int32)
minCardNumbers <i>optional</i>	The minimum amount of cards that a carousel card supports.	integer (int32)

ChannelFeatureset

Conversation featureset depending on the concrete channels enabled for a customer. This featureset can be used for validating conversation messages before sending them via the LINK Conversations API.

Name	Description	Schema
carouselCardFeatureset <i>required</i>	The carousel card feature set	CarouselCardFeatureset
mediaMessageFeatureset <i>required</i>	The media feature set	MediaMessageFeatureset
richCardEnabled <i>optional</i>	Flag to indicate if rich cards are supported. Default value is true.	boolean

Name	Description	Schema
richCardFeatureset <i>optional</i>	The rich card feature set. Only set if rich cards are supported.	RichCardFeatureset
suggestionsFeatureset <i>required</i>	The suggestions feature set	SuggestionsFeatureset
textMessageFeatureset <i>required</i>	The text message feature set	TextMessageFeatureset

ConversationCard

Exactly one of *carouselCard* and *standaloneCard* must be set, the other must not be provided

Name	Description	Schema
carouselCard <i>optional</i>	A CarouselCard	CarouselCard
standaloneCard <i>optional</i>	A StandaloneCard	StandaloneCard

ConversationMessage

Name	Description	Schema
error <i>optional</i>	The error description if the message could not be forwarded to the user.	string
messageContent <i>required</i>	The content of the message.	MessageContent
sendTime <i>optional</i> <i>read-only</i>	A timestamp in RFC3339 UTC format ('2018-01-02T13:01:23.056123456Z'). The time when the message is submitted. Must not be included in the request. This field is filled by the system in the response.	string

ConversationSettings

Name	Description	Schema
id <i>required</i>	The id of the settings Example : "27fe4972-36d1-4b69-8d63-339c096d054e"	string (uuid)

Name	Description	Schema
webSmsTemplate <i>required</i>	The template for the sms text. Example : "LINK Mobility wants to chat with you. Tap https://mydialog.me/[conversationKey] to start."	string

Coordinates

Name	Description	Schema
latitude <i>required</i>	The latitude in degrees. Must be in the range from -90.0 to 90.0 degrees Example : 53.542854	number (float)
longitude <i>required</i>	The longitude in degrees. Must be in the range from -180.0 to 180.0 degrees Example : 9.985211	number (float)

CreateCalendarEntryAction

Name	Description	Schema
description <i>required</i>	The description of the event Example : "Your flight to Hamburg"	string
endTime <i>required</i>	End time of the event. A timestamp in RFC3339 UTC format Example : "2018-01-02T14:59:23.056123456Z"	string
startTime <i>required</i>	Start time of the event. A timestamp in RFC3339 UTC format Example : "2018-01-02T13:00:23.056123456Z"	string
title <i>required</i>	The title of the event Example : "Flight"	string

MandatoryFieldsFeatureset

Name	Description	Schema
minOneOfOptionalFields <i>optional</i>	List of optional fields from which at least one must be set.	< string > array
requiredFields <i>optional</i>	List of required fields.	< string > array

MediaFeatureset

Name	Description	Schema
maxFileSizeInMB <i>optional</i>	The maximum allowed size of a file to be transmitted.	integer (int32)
mediaTypes <i>optional</i>	The supported media types, e.g. image, video, audio.	< enum (IMAGE, VIDEO, AUDIO) > array
mediaTypesRequiringThumbnails <i>optional</i>	The supported media types that require a thumbnail.	< enum (IMAGE, VIDEO, AUDIO) > array
mediaTypesSupportingThumbnails <i>optional</i>	The media types that can have a thumbnail.	< enum (IMAGE, VIDEO, AUDIO) > array
thumbnailTypes <i>optional</i>	The supported media types for the thumbnail.	< enum (IMAGE, VIDEO, AUDIO) > array

MediaMessageFeatureset

Name	Description	Schema
mediaFeatureSet <i>required</i>	Supported media features in a media message.	MediaFeatureset
suggestionsNumberFeatureset <i>required</i>	Maximum amount of suggestions allowed in a media message.	SuggestionsNumberFeatureset

MessageContent

Exactly one of *text*, *fileId*, and *conversationCard* must be set. The field *suggestions* can be set in a combination with any of *text*, *fileId*, and *conversationCard*. As the requirement states that exactly one of *text*, *fileId*, and *conversationCard* must be set, suggestions can be sent only in a combination with a plain text (*text*), media (*fileId*) or a conversation card (*conversationCard*).

Name	Description	Schema
conversationCard <i>optional</i>	A single conversation card	ConversationCard

Name	Description	Schema
fileId <i>optional</i>	The id of the media file registered beforehand with the registerFile request Example : "27fe4972-36d1-4b69-8d63-339c096d054e"	string
suggestions <i>optional</i>	A list of suggestions. The maximum number of suggestions allowed is 11.	< Suggestion > array
text <i>optional</i>	Text message (UTF-8) Example : "Hello world!"	string

OpenUrlAction

Name	Description	Schema
url <i>required</i>	A URL Example : "https://linkmobility.de"	string

RegisterFile

The Web Client (Web Delivery Channel) supports storing of media files (only for images and thumbnails) locally at the customer's browser. This feature might be very useful if the images and/or the thumbnails should also be available offline. To enable this functionality the server hosting the media files must allow Cross-Origin Resource Sharing (CORS) for the domain of the Web Client <https://conversationalmessaging.com>. Only "small" images/thumbnails with size not exceeding a predefined threshold are locally stored. For the exact value of the threshold, please check your account's configuration.

Name	Description	Schema
description <i>optional</i>	Description of the file content Example : "Picture of the unicorn"	string
thumbnailUrl <i>optional</i>	The URL of the thumbnail (applies for image and video files). The protocol must be HTTPS. Example : "https://your.domain/thumbnail.jpg"	string
url <i>required</i>	The URL of the media file. The protocol must be HTTPS. Example : "https://your.domain/file_name.jpg"	string

RegisterFileResponse

Name	Description	Schema
fileId <i>optional</i>	The ID of the registered media file Example : "27fe4972-36d1-4b69-8d63-339c096d054e"	string

RequestLocationAction

The user can choose and share a location. This type has no content and should be empty

Type : object

RichCardFeatureset

Name	Description	Schema
descriptionLength <i>optional</i>	The maximum length allowed for the description.	integer (int32)
mandatoryFieldsFeatureset <i>optional</i>	Mandatory fields for each rich card.	MandatoryFieldsFeatureset
mediaFeature set <i>required</i>	Supported media features in a rich card.	MediaFeatureset
suggestionsNumberFeaturesetBelowCard <i>required</i>	The suggestions feature set allowed below a rich card.	SuggestionsNumberFeatureset
suggestionsNumberFeaturesetWithinCard <i>required</i>	The suggestions feature set allowed within a rich card.	SuggestionsNumberFeatureset
titleLength <i>optional</i>	The maximum length allowed for the title.	integer (int32)

ShowLocationAction

Name	Description	Schema
coordinates <i>optional</i>	Coordinates of the location	Coordinates
label <i>optional</i>	The label of the pin on map Example : "See you here"	string
query <i>optional</i>	The location search query Example : "LINK Mobility GmbH"	string

StandaloneCard

Name	Description	Schema
cardContent <i>required</i>	The card content	CardContent
cardOrientation <i>required</i>	The card orientation Example : "HORIZONTAL"	enum (UNSPECIFIED, HORIZONTAL, VERTICAL)
thumbnailAlignment <i>required</i>	The thumbnail alignment Example : "LEFT"	enum (UNSPECIFIED, LEFT, RIGHT)

Suggestion

At most one of *callAction*, *showLocationAction*, *createCalendarEntryAction*, *openUrlAction*, and *requestLocationAction* can be set. The fields *text* and *callbackData* must be always provided.

Name	Description	Schema
callAction <i>optional</i>	Suggestion to call a phone number	CallAction
callbackData <i>required</i>	The callback data to be sent (to the configured callback service) when the user clicks the suggestion Example : "agree_callback_msg_b2e8c5f5-02ae-4c70-9ba5-2098d418921c"	string
createCalendarEntryAction <i>optional</i>	Suggestion to create a calendar entry	CreateCalendarEntryAction
openUrlAction <i>optional</i>	Suggestion to open a URL	OpenUrlAction
requestLocationAction <i>optional</i>	Suggestion to pick a location on the map	RequestLocationAction
showLocationAction <i>optional</i>	Suggestion to open a location on the map	ShowLocationAction
text <i>required</i>	The suggestion text Example : "Agree"	string

SuggestionsFeatureset

Name	Description	Schema
suggestionOpenUrlLength <i>optional</i>	The maximum length allowed for the URL in the open URL action.	integer (int32)

Name	Description	Schema
suggestionPayloadLength <i>optional</i>	The maximum length allowed for the suggestion payload.	integer (int32)
suggestionTitleLength <i>optional</i>	The maximum length allowed for the suggestion title.	integer (int32)

SuggestionsNumberFeatureset

Name	Description	Schema
suggestedActions <i>optional</i>	The maximum amount of suggested actions allowed.	integer (int32)
textReplySuggestions <i>optional</i>	The maximum amount of suggested text replies allowed.	integer (int32)
totalSuggestions <i>optional</i>	The maximum amount of suggestions regardless of the type (i.e. suggested actions and suggested text replies).	integer (int32)

TextMessageFeatureset

Name	Description	Schema
length <i>optional</i>	Maximum length allowed for the text message if there are no suggestions.	integer (int32)
lengthWithSuggestions <i>optional</i>	Maximum length allowed for the text message if there are suggestions.	integer (int32)
suggestionsNumberFeatureset <i>required</i>	Maximum amount of suggestions allowed with the text message.	SuggestionsNumberFeatureset

Security

api_authorization

Add an authorization header with the value 'Bearer <token>'.

Type : oauth2

Flow : clientCredentials

Token URL : <https://auth.conversationalmessaging.com/auth/oauth2/token>

Name	Description
https://api.conversationalmessaging.com/gateway	Access the LINK Conversations API

LINK Conversations Authentication API

Overview

LINK Conversations Authentication API for the Gateway.

Version information

Version : 2.0.2

URI scheme

Host : auth.conversationalmessaging.com

BasePath : /

Schemes : HTTPS

Tags

- Authentication

Paths

Requests a new access token.

POST /auth/oauth2/token

Description

The JSON Web Token standard (JWT) is used. If the request is successful (the authentication succeeds) a JWT access token is created and returned. The returned token is used in all consecutive requests to the LINK Conversations Platform by setting it in the Authorization header as follows: "Bearer <returned token>". More details can be found [here](#) and [here](#).

Parameters

Type	Name	Description	Schema	Default
Query	assertion <i>required</i>	The signed JWT request. The <i>Issuer (iss)</i> claim is required and must be filled with the customer ID. The customer ID is generated by LINK Mobility and it is provided per email. The <i>Audience (aud)</i> and <i>Subject (sub)</i> claims are ignored by the platform. See also the 'Examples' section for more details.	string	
Query	grant_type <i>required</i>	Always 'urn:ietf:params:oauth:grant-type:jwt-bearer'.	string	"urn:ietf:params:oauth:grant-type:jwt-bearer"

Responses

HTTP Code	Description	Schema
200	successful operation	TokenResponse
400	The JWT request data is wrongly encoded or the Conversational Platform is currently experiencing problems.	ApiError
403	Account not found.	No Content

Consumes

- `application/x-www-form-urlencoded`

Produces

- `application/json`

Tags

- Authentication

Definitions

ApiError

Name	Description	Schema
error <i>optional</i>	The HTTP Status code as text Example : "Unauthorized"	string
message <i>optional</i>	The actual error message. Example : "Missing or invalid token"	string
status <i>optional</i>	This is the HTTP Status code Example : "401"	string

TokenResponse

Name	Description	Schema
access_token <i>required</i> <i>read-only</i>	The signed JWT access token which needs to be provided in the Authorization header for all subsequent requests.	string
expires_in <i>required</i> <i>read-only</i>	The validity of the JWT access token in seconds.	integer (int64)
token_type <i>required</i> <i>read-only</i>	The type of the JWT access token which is always 'Bearer'. Example : "Bearer"	string

LINK Conversations Callbacks

Overview

This section describes the callback request from the LINK Conversations Platform.

You need to provide a publicly accessible server to receive the callback events from the LINK Conversations Platform like delivery notifications, user messages and so on. The URL of the server will be requested and configured during the account registration process.

Definitions

CallbackAttributes

Name	Description	Schema
event_type <i>optional</i>	The type of event. Example : "DELIVERED"	enum (DELIVERED, READ, IS_TYPING)
message_type <i>optional</i>	The type of message. Example : "SUGGESTION_RESPONSE"	enum (TEXT, SUGGESTION_RESPONSE, USER_FILE)
type <i>required</i>	The type of the request. Either 'message', 'event' or 'error'. Example : "message"	enum (message, event, error)

CallbackMessage

Name	Description	Schema
attributes <i>optional</i>	Attributes describing the callback type.	CallbackAttributes
data <i>optional</i>	The message content as base64 encoded string. It contains either the user messages (UserMessage), user events (UserEvent) or user errors (UserError).	string
messageId <i>optional</i>	The callback message id.	string
publishTime <i>optional</i> <i>read-only</i>	A timestamp in RFC3339 UTC format ('2018-01-02T13:01:23.056123456Z'). The time when the message was sent or the event has occurred.	string

CallbackRequest

Name	Description	Schema
message <i>optional</i>	The callback message.	CallbackMessage

FileInfo

Provides meta data about a file submitted by the user. The actual file content will be sent as stream via a multipart request along with the corresponding (CallbackMessage) containing this meta data.

Name	Description	Schema
fileName <i>optional</i>	The name of the file.	string

Name	Description	Schema
fileSizeBytes <i>optional</i>	The file size measured in bytes.	integer (int32)
mimeType <i>optional</i>	The mime type of the file. Example : "image/png"	enum (image/jpeg, image/jpg, image/gif, image/png, video/h263, video/m4v, video/mp4, video/mpeg, video/mpeg4, video/webm)

LatLng

Represents a location by its latitude and longitude values.

Name	Description	Schema
latitude <i>optional</i>	Latitude in degrees.	number (float)
longitude <i>optional</i>	Longitude in degrees.	number (float)

SuggestedReply

Name	Description	Schema
postbackData <i>optional</i>	The callback data of the suggestion.	string
text <i>optional</i>	The text of the suggestion.	string

UserError

Describes an error that occurred while communicating with the user.

Name	Description	Schema
errorCode <i>optional</i>	The error code to detect the concrete error case.	enum (USER_FILE_UPLOAD_ERROR, NO_CHANNEL_AVAILABLE_ERROR)
errorMsg <i>optional</i>	Description of the error.	string

Name	Description	Schema
sendTime <i>optional</i>	A timestamp in RFC3339 UTC format ('2018-01-02T13:01:23.056123456Z'). The time when the event occurred.	string
senderPhoneNumber <i>optional</i>	The user's phone number (MSISDN) in international format (E.164).	string

UserEvent

Name	Description	Schema
eventId <i>optional</i>	The ID of the event.	string
eventType <i>optional</i>	The event type.	enum (EVENT_TYPE_UNSPECIFIED, DELIVERED, IS_TYPING, READ)
messageId <i>optional</i>	The ID of the message to which this event relates.	string
sendTime <i>optional</i>	A timestamp in RFC3339 UTC format ('2018-01-02T13:01:23.056123456Z'). The time when the event occurred.	string
senderPhoneNumber <i>optional</i>	The user's phone number (MSISDN) in international format (E.164).	string

UserFile

Name	Description	Schema
category <i>optional</i>	The type of the user file.	enum (FILE_CATEGORY_UNSPECIFIED, IMAGE, VIDEO, AUDIO)
payload <i>optional</i>	The actual user file information.	FileInfo

UserMessage

Exactly one of text, location, and suggestionResponse must be set, the others must not be provided.

Name	Description	Schema
location <i>optional</i>	The coordinates sent by the user.	LatLng
messageId <i>optional</i>	The message ID.	string
sendTime <i>optional</i>	A timestamp in RFC3339 UTC format ('2018-01-02T13:01:23.056123456Z'). The time when the message was sent.	integer (int64)
senderPhoneNumber <i>optional</i>	The user's phone number (MSISDN) in international format (E.164).	string
suggestionResponse <i>optional</i>	The suggestion response.	SuggestedReply
text <i>optional</i>	The message text.	string
userFile <i>optional</i>	A file submitted by the user.	UserFile

Examples

As in the example above the signed string is

**eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9.eyJzY29wZSI6Imh0dHBzOi8vYXBpLmNvbnZlcnNhdGl
vbmFsbWVzc2FnaW5nLmNvbS9nYXRld2F5IiwiaXNzIjoieWFwWFhYWFgiLCJleHAiOjE1MzA3
NzgwMjEsImh0dCI6MTUzMdc3Nzk2MX0** which is the Base64 URL encoded string

*base64UrlEncode({"typ":"JWT","alg":"RS256"}).base64UrlEncode({"scope":"https://api.conversationalm
essaging.com/gateway","iss":"eapXXXXX","exp":1530778021,"iat":1530777961})*

Media File Registration

RegisterFile

Request

```
POST /gateway/lmc/v1/registerFile HTTP/1.1
Host: api.conversationalmessaging.com
Authorization: Bearer your_jwt_token_goes_here
Content-Type: application/json

{
  "url": "https://www.linkmobility.com/wp-content/uploads/2017/11/linkmobility-
mobile-communications-l.jpg",
  "contentDescription": "Example description"
}
```

Response

```
{
  "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec"
}
```

RegisterFile request body with a thumbnail

Request

```
POST /gateway/lmc/v1/registerFile HTTP/1.1
Host: api.conversationalmessaging.com
Authorization: Bearer your_jwt_token_goes_here
Content-Type: application/json

{
  "url": "https://www.linkmobility.com/wp-content/uploads/2017/11/linkmobility-
mobile-communications-l.jpg",
  "thumbnailUrl": "https://www.linkmobility.com/wp-
content/uploads/2017/04/linkmobility-blue-e1445516907281_small.png",
  "contentDescription": "Example description"
}
```

Response

```
{
  "fileId": "e4e72b0f-f27c-427f-a066-d542466e098c"
}
```


Messages

Simple text message

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=610fddb9-6420-49e6-9549-2842f4588411 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here

{
  "messageContent": {
    "text": "This is a simple text message!"
  }
}
```

Response

```
{
  "sendTime": "2018-07-05T11:20:27.240Z",
  "messageContent": {
    "text": "This is a simple text message!"
  }
}
```

Text message with suggestions

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=33ac5cb2-b2ea-4ba7-8ee6-1283caa1cf25 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "text": "Would you like to continue?",
    "suggestions": [
      {
        "text": "Yes",
        "callbackData": "rb947"
      },
      {
        "text": "No",
        "callbackData": "rb156"
      }
    ]
  }
}
```

Response

```
{
  "sendTime": "2018-07-05T11:28:17.620Z",
  "messageContent": {
    "text": "Would you like to continue?",
    "suggestions": [
      {
        "text": "Yes",
        "callbackData": "rb947"
      },
      {
        "text": "No",
        "callbackData": "rb156"
      }
    ]
  }
}
```

Text message with actions

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=a79deca0-af90-47e1-bc57-822deb516f64 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "text": "These are actions:",
    "suggestions": [
      {
        "text": "Web site",
        "callbackData": "rb160",
        "openUrlAction": {
          "url": "https://www.linkmobility.com"
        }
      },
      {
        "text": "Head Quarters",
        "callbackData": "rb50",
        "showLocationAction": {
          "query": "Link Mobility AS, Langkaia, Oslo, Norwegen"
        }
      },
      {
        "text": "Head Quarters",
        "callbackData": "rb106",
        "showLocationAction": {
          "coordinates": {
            "latitude": 59.90765,
            "longitude": 10.746597
          }
        }
      },
      {
        "text": "Call us",
        "callbackData": "rb769",
        "callAction": {
          "msisdn": "+47 22 99 44 00"
        }
      },
      {
        "text": "Calendar",
        "callbackData": "rb923",
        "createCalendarEntryAction": {
          "startTime": "2018-07-05T09:00:00Z",

```

```

        "endTime": "2018-07-05T10:00:00Z",
        "title": "Sample event",
        "description": "A sample description"
    }
},
{
    "text": "Share location",
    "callbackData": "rb529",
    "requestLocationAction": {}
}
]
}
}

```

Response

```

{
  "sendTime": "2018-07-05T11:34:21.517Z",
  "messageContent": {
    "text": "These are actions:",
    "suggestions": [
      {
        "text": "Web site",
        "callbackData": "rb160",
        "openUrlAction": {
          "url": "https://www.linkmobility.com"
        }
      },
      {
        "text": "Head Quarters",
        "callbackData": "rb50",
        "showLocationAction": {
          "query": "Link Mobility AS, Langkaia, Oslo, Norwegen"
        }
      },
      {
        "text": "Head Quarters",
        "callbackData": "rb106",
        "showLocationAction": {
          "coordinates": {
            "latitude": 59.90765,
            "longitude": 10.746597
          }
        }
      },
      {
        "text": "Call us",
        "callbackData": "rb769",
        "callAction": {
          "msisdn": "+47 22 99 44 00"
        }
      }
    ]
  }
}

```

```

    },
    {
      "text": "Calendar",
      "callbackData": "rb923",
      "createCalendarEntryAction": {
        "startTime": "2018-07-05T09:00:00Z",
        "endTime": "2018-07-05T10:00:00Z",
        "title": "Sample event",
        "description": "A sample description"
      }
    },
    {
      "text": "Share location",
      "callbackData": "rb529",
      "requestLocationAction": {}
    }
  ]
}

```

Simple media message

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```

POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=04b1839c-6719-4cc9-b1d9-35b9cf9d4b91 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here

{
  "messageContent": {
    "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec"
  }
}

```

Response

```

{
  "sendTime": "2018-07-05T11:49:51.548Z",
  "messageContent": {
    "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec"
  }
}

```

Media message with suggestions

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=562e38f8-64e8-4105-ace5-0ded4c6bb999 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here

{
  "messageContent": {
    "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
    "suggestions": [
      {
        "text": "Great",
        "callbackData": "rb208"
      },
      {
        "text": "Strange",
        "callbackData": "rb726"
      }
    ]
  }
}
```

Response

```
{
  "sendTime": "2018-07-05T11:56:11.080Z",
  "messageContent": {
    "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
    "suggestions": [
      {
        "text": "Great",
        "callbackData": "rb208"
      },
      {
        "text": "Strange",
        "callbackData": "rb726"
      }
    ]
  }
}
```

Standalone card message without suggestions

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=c90b5059-0ce5-489b-b563-b6d4018d5d73 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "conversationCard": {
      "standaloneCard": {
        "cardOrientation": "HORIZONTAL",
        "thumbnailAlignment": "LEFT",
        "cardContent": {
          "title": "LINK Mobility",
          "description": "Mobilizing your business!",
          "cardMedia": {
            "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
            "cardHeight": "SHORT"
          }
        }
      }
    }
  }
}
```

Response

```
{
  "sendTime": "2018-07-05T11:59:31.336Z",
  "messageContent": {
    "conversationCard": {
      "standaloneCard": {
        "cardOrientation": "HORIZONTAL",
        "thumbnailAlignment": "LEFT",
        "cardContent": {
          "title": "LINK Mobility",
          "description": "Mobilizing your business!",
          "cardMedia": {
            "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
            "cardHeight": "SHORT"
          }
        }
      }
    }
  }
}
```


Standalone card message with suggestions

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=fa7ecdce-2d61-4884-a36e-ef4fb5122826 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "conversationCard": {
      "standaloneCard": {
        "cardOrientation": "HORIZONTAL",
        "thumbnailAlignment": "LEFT",
        "cardContent": {
          "title": "LINK Mobility",
          "description": "Mobilizing your business!",
          "cardMedia": {
            "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
            "cardHeight": "SHORT"
          },
        },
        "suggestions": [
          {
            "text": "Home page",
            "callbackData": "rb114",
            "openUrlAction": {
              "url": "https://www.linkmobility.com"
            }
          },
          {
            "text": "Office",
            "callbackData": "rb436",
            "showLocationAction": {
              "query": "Link Mobility AS, Langkaia, Oslo, Norwegen"
            }
          }
        ]
      }
    }
  }
}
```

Response

```
{
  "sendTime": "2018-07-05T12:03:50.477Z",
  "messageContent": {
    "conversationCard": {
      "standaloneCard": {
        "cardOrientation": "HORIZONTAL",
        "thumbnailAlignment": "LEFT",
        "cardContent": {
          "title": "LINK Mobility",
          "description": "Mobilizing your business!",
          "cardMedia": {
            "fileId": "ea2bdb89-c9f5-43bf-a3c1-ec56ed4afaec",
            "cardHeight": "SHORT"
          }
        },
        "suggestions": [
          {
            "text": "Home page",
            "callbackData": "rb114",
            "openUrlAction": {
              "url": "https://www.linkmobility.com"
            }
          },
          {
            "text": "Office",
            "callbackData": "rb436",
            "showLocationAction": {
              "query": "Link Mobility AS, Langkaia, Oslo, Norwegen"
            }
          }
        ]
      }
    }
  }
}
```

Carousel card message with 3 cards

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=78fe0cfa-cd2d-4ab0-8fea-ebfef8c6775e HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "conversationCard": {
      "carouselCard": {
        "cardWidth": "SMALL",
        "cardContents": [
          {
            "title": "A Title",
            "description": "An example description",
            "cardMedia": {
              "fileId": "0745d045-cf27-4879-80b4-69ef940eaf36",
              "cardHeight": "SHORT"
            }
          },
          {
            "title": "Yet another Title",
            "description": "A different description"
          },
          {
            "title": "A Third One",
            "description": "With suggestions but no media",
            "suggestions": [
              {
                "text": "Press me",
                "callbackData": "rb895"
              },
              {
                "text": "Call us",
                "callbackData": "rb638",
                "callAction": {
                  "msisdn": "+49408888080"
                }
              }
            ]
          }
        ]
      }
    }
  }
}
```

Response

```
{
  "sendTime": "2018-08-10T09:10:52.279Z",
  "messageContent": {
    "conversationCard": {
      "carouselCard": {
        "cardWidth": "SMALL",
        "cardContents": [
          {
            "title": "A Title",
            "description": "An example description",
            "cardMedia": {
              "fileId": "0745d045-cf27-4879-80b4-69ef940eaf36",
              "cardHeight": "SHORT"
            }
          },
          {
            "title": "Yet another Title",
            "description": "A different description"
          },
          {
            "title": "A Third One",
            "description": "With suggestions but no media",
            "suggestions": [
              {
                "text": "Press me",
                "callbackData": "rb895"
              },
              {
                "text": "Call us",
                "callbackData": "rb638",
                "callAction": {
                  "msisdn": "+49408888080"
                }
              }
            ]
          }
        ]
      }
    }
  }
}
```

Carousel card message with 2 cards

The `fileId` field is provided in the [response](#) of an earlier [RegisterFile](#) request.

Request

```
POST /gateway/lmc/v1/phone/+491234567890/conversationMessage?messageId=9c3b49a5-2fe6-4b55-ba59-f0c370e6cdf6 HTTP/1.1
Host: api.conversationalmessaging.com
Content-Type: application/json
Authorization: Bearer your_jwt_token_goes_here
```

```
{
  "messageContent": {
    "conversationCard": {
      "carouselCard": {
        "cardWidth": "MEDIUM",
        "cardContents": [
          {
            "title": "A Title",
            "description": "An example description",
            "cardMedia": {
              "fileId": "0745d045-cf27-4879-80b4-69ef940eaf36",
              "cardHeight": "SHORT"
            },
            "suggestions": [
              {
                "text": "Web site",
                "callbackData": "rb159",
                "openUrlAction": {
                  "url": "https://www.linkmobility.com/"
                }
              },
              {
                "text": "Office",
                "callbackData": "rb269",
                "showLocationAction": {
                  "coordinates": null,
                  "label": "",
                  "query": "LINK Mobility AS, Langkaia, Oslo,
Norwegen"
                }
              }
            ]
          },
          {
            "text": "Calendar",
            "callbackData": "rb299",
            "createCalendarEntryAction": {
              "startTime": "2018-08-11T10:00:00Z",
              "endTime": "2018-08-11T11:00:00Z",
              "title": "An event",
            }
          }
        ]
      }
    }
  }
}
```

```
    "description": "A description"
  }
}
],
},
{
  "title": "Yet another Title",
  "description": "A different description",
  "suggestions": [
    {
      "text": "Press me",
      "callbackData": "rb899"
    },
    {
      "text": "Call us",
      "callbackData": "rb639",
      "callAction": {
        "msisdn": "+49408888080"
      }
    }
  ]
}
]
}
}
}
```

Response

```

{
  "sendTime": "2018-08-10T09:10:52.279Z",
  "messageContent": {
    "conversationCard": {
      "carouselCard": {
        "cardWidth": "SMALL",
        "cardContents": [
          {
            "title": "A Title",
            "description": "An example description",
            "cardMedia": {
              "fileId": "0745d045-cf27-4879-80b4-69ef940eaf36",
              "cardHeight": "SHORT"
            }
          },
          {
            "title": "Yet another Title",
            "description": "A different description"
          },
          {
            "title": "A Third One",
            "description": "With suggestions but no media",
            "suggestions": [
              {
                "text": "Press me",
                "callbackData": "rb895"
              },
              {
                "text": "Call us",
                "callbackData": "rb638",
                "callAction": {
                  "msisdn": "+49408888080"
                }
              }
            ]
          }
        ]
      }
    }
  }
}

```


Callbacks

End user read notification

When the end user reads the agent message, then the body of the callback message will look like:

```
{
  "message": {
    "data": "eyJzZW5kZXJQaG9uZU51bWJlc iI6IiszNTk4NzYwOTYwMjUiLCJldmVudFR5cGUiOiJSRUFEIiwic2VuZFRpbWUiOiIyMDE5LTA5VDExOjI0OjEwLjQ3MDcwMFoiLCJtZXNzYWdlSWQiOiIyMTEzNTA2OC1jZDhiLTQ3NjctYmQ4Ny0xNGMwODg4MWEzNGMifQ==",
    "attributes": {
      "type": "event",
      "event_type": "READ"
    },
    "messageId": "1570620250471",
    "message_id": "1570620250471",
    "publishTime": "2019-10-09T11:24:10.470700Z",
    "publish_time": "2019-10-09T11:24:10.470700Z"
  },
  "subscription": "projects/customerId/subscription/customerId-callback-subscription"
}
```

End user sends a text message

When the end user sends the simple text message "Hey, there!", then the body of the callback message will look like:

```
{
  "message": {
    "data": "eyJzZW5kZXJQaG9uZU51bWJlc iI6Iisz0TEyMzQ1Njc40TAiLCJtZXNzYWdlSWQiOiI2ODc2NWYzYS05ZWY4LTQ5NGYtOjg2ZS0xZDZjNTI1ZDFhOGYiLCJzZW5kVGl tZSI6IjIwMTgtMDctMDVUMTI6ND A6MTcuMDA3WiIsInRleHQiOiJIZXksIHRoZXJlISJ9",
    "attributes": {
      "type": "message",
      "message_type": "TEXT"
    },
    "messageId": "1530794417057",
    "publishTime": "2018-07-05T12:40:17.007Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-subscription"
}
```

The `data` property is the Base64 encoded value of the following JSON:

```
{
  "senderPhoneNumber": "+491234567890",
  "messageId": "68765f3a-9ef8-494f-986e-1d6c525d1a8f",
  "sendTime": "2018-07-05T12:40:17.007Z",
  "text": "Hey, there!"
}
```

End user clicks a suggestion

Consider that the following text message with two suggestions was sent to the end user:

```
{
  "messageContent": {
    "text": "Would you like to continue?",
    "suggestions": [
      {
        "text": "Yes",
        "callbackData": "rb947"
      },
      {
        "text": "No",
        "callbackData": "rb156"
      }
    ]
  }
}
```

when the user chooses (clicks) the "Yes" option, the following callback will be generated:

```
{
  "message": {
    "data":
"eyJzZW5kZXJQaG9uZU51bWJlc iI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlSWQ iOiI0ZmUzY2Y4My01N2QwL
TcwNzQtMWZjYS1kNGYyM2Y5NDNlMjkiLCJzZW5kVGltZSI6IjIwMTgtMDctMDZUMDc6MzE6MjQuMDMxWiIsInN
1Z2dlc3Rpb25SZXNwb25zZSI6eyJ0ZXh0Ijo iWWVzIiwicG9zdGJhY2tEYXRhIjoicmI5NDc i fX0=",
    "attributes": {
      "type": "message",
      "message_type": "SUGGESTION_RESPONSE"
    },
    "messageId": "1530862284058",
    "publishTime": "2018-07-06T07:31:24.031Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-
subscription"
}
```

The **data** property is the Base64 encoded value of the following JSON:

```

{
  "senderPhoneNumber": "+491234567890",
  "messageId": "4fe3cf83-57d0-7074-1fca-d4f23f943e29",
  "sendTime": "2018-07-06T07:31:24.031Z",
  "suggestionResponse": {
    "text": "Yes",
    "postbackData": "rb947"
  }
}

```

End user clicks a suggestion action

Consider that the following text message with suggested actions was sent to the end user:

```

{
  "sendTime": "2018-07-05T11:34:21.517Z",
  "messageContent": {
    "text": "These are actions:",
    "suggestions": [
      {
        "text": "Web site",
        "callbackData": "rb160",
        "openUrlAction": {
          "url": "https://www.linkmobility.com"
        }
      },
      {
        "text": "Head Quarters",
        "callbackData": "rb50",
        "showLocationAction": {
          "query": "Link Mobility AS, Langkaia, Oslo, Norwegen"
        }
      },
      {
        "text": "Call us",
        "callbackData": "rb769",
        "callAction": {
          "msisdn": "+47 22 99 44 00"
        }
      }
    ]
  }
}

```

when the user clicks on the "Call us" action, the following callback will be generated:

```

{
  "message": {
    "data":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlSWQiOiJiNTk2OTE0C1mZjUyLTIzOWEtNWNkYy05YzFiNjBkNDAwYjUiLCJzZW5kVGlzSI6IjIwMTgtMDctMDZUMDc6NTE6MDYuMDM3WiIsInN1Z2dlc3Rpb25SZXNwb25zZSI6eyJ0ZXh0IjoIQ2FsbCB1cyIsInBvc3RiYWnrRGF0YSI6InJiNzY5In19",
    "attributes": {
      "type": "message",
      "message_type": "SUGGESTION_RESPONSE"
    },
    "messageId": "1530863466056",
    "publishTime": "2018-07-06T07:51:06.037Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-subscription"
}

```

The **data** property is the Base64 encoded value of the following JSON:

```

{
  "senderPhoneNumber": "+491234567890",
  "messageId": "b5969148-ff52-239a-5cdc-9c1b60d400b5",
  "sendTime": "2018-07-06T07:51:06.037Z",
  "suggestionResponse": {
    "text": "Call us",
    "postbackData": "rb769"
  }
}

```

when the user clicks on the "Head Quarters" action, the following callback will be generated:

```

{
  "message": {
    "data":
"eyJzZW5kZXJQaG9uZU51bWJlc3Rpb25zSI6eyJ0ZXh0Ijo9IjoiSGVhZCBrdWFydGVycyIsInBvc3RiYWNRGF0YSI6InJiNTAif
X0=",
    "attributes": {
      "type": "message",
      "message_type": "SUGGESTION_RESPONSE"
    },
    "messageId": "1530863079685",
    "publishTime": "2018-07-06T07:44:39.667Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-
subscription"
}

```

The **data** property is the Base64 encoded value of the following JSON:

```

{
  "senderPhoneNumber": "+491234567890",
  "messageId": "d9751a16-fb59-2239-9305-70ba28c537f7",
  "sendTime": "2018-07-06T07:44:39.667Z",
  "suggestionResponse": {
    "text": "Head Quarters",
    "postbackData": "rb50"
  }
}

```

End user sends a file

When the end user sends a file, then you will receive a request with content-type 'multipart/form-data' which consists of the following parts:

- The callback message with all required meta data, sent with content-type 'application/json'
- The file itself as input stream, sent with content-type 'application/octet-stream'

Currently supported file mime-types are:

- For images: image/jpeg, image/jpg, image/gif, image/png
- For videos: video/h263, video/m4v, video/mp4, video/mpeg, video/mpeg4, video/webm

The body of the callback message will look like:

```

{
  "message": {
    "data":
"eyJzZW5kZXJQaG9uZU51bWJlcjI6Iis0TEYmZQ1Njc40TAiLCJtZXNzYWdlSWQioiI20Dc2NwYzYS05ZWY4L
TQ5NGYtOTg2ZS0xZDZjNTI1ZDFhOGYiLCJzZW5kVGlzSI6IjIwMTgtMDctMDVUMTI6NDA6MTcuMDA3WiIsInR
leHQioiJIZXksIHRoZXJlISJ9",
    "attributes": {
      "type": "message",
      "message_type": "USER_FILE"
    },
    "messageId": "1530794417057",
    "publishTime": "2018-07-05T12:40:17.007Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-
subscription"
}

```

The **data** property is the Base64 encoded value of the following JSON:

```

{
  "senderPhoneNumber": "+491234567890",
  "messageId": "68765f3a-9ef8-494f-986e-1d6c525d1a8f",
  "sendTime": "2018-07-05T12:40:17.007Z",
  "userFile": {
    "category": "IMAGE",
    "payload": {
      "mimeType": "image/png",
      "fileSizeBytes": "64023",
      "fileName": "original-filename.png"
    }
  }
}

```

In case that the file cannot be successfully forwarded to you, you will receive a request with content-type 'application/json' that contains a callback message with the following body:

```
{
  "message": {
    "data":
"eyJzZW5kZXJQaG9uZU51bWJlcjI6Iis0TEYmZQ1Njc40TAiLCJtZXNzYWdlLSWQioiI20Dc2NwYzYS05ZWY4L
TQ5NGYtOTg2ZS0xZDZjNTI1ZDFhOGYiLCJzZW5kVGl0ZSI6IjIwMTgtMDctMDVUMTI6NDA6MTcuMDA3WiIsInR
leHQiOiJIZXksIHRob2ZlIj9",
    "attributes": {
      "type": "error"
    },
    "messageId": "1530794417057",
    "publishTime": "2018-07-05T12:40:17.007Z",
  },
  "subscription": "projects/customerId/subscription/customerId-callback-
subscription"
}
```

The **data** property is the Base64 encoded value of the following JSON:

```
{
  "senderPhoneNumber": "+491234567890",
  "sendTime": "2018-07-05T12:40:17.007Z",
  "errorCode": "1",
  "errorMsg": "An error occurred while uploading a file from the user device."
}
```