



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 | ConversationSettings <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 |
| mediaFeatureset <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) |
| contentType <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

Authentication

```
POST /auth/oauth2/token HTTP/1.1
Host: auth.conversationalmessaging.com
Content-Type: application/x-www-form-urlencoded
```

```
grant_type=urn%3Aietf%3Aparams%3Aoauth%3Agrant-type%3Ajwt-
bearer&assertion=eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9.eyJzY29wZSI6Imh0dHBzOi8vYXBpLmNvbnZlcnNhdGlvbmFsbWVzc2FnaW5nLmNvbS9nYXRld2F5IiwiaXNzIjoieWVhYWFhYWFgiLCJleHAiOjE1MzA3NzgwMjEsIm1hdCI6MTUzMDc3Nzk2MX0.emnxhV22-
6xu3bCIL7_vwr4g5L2MpZJ7hDt2UAyrydduK3Es9CVzbtKmHahwEF9Gkk6CHaod5Y5k-
TmpeMifiNUNaPb4zCJr-KqE8u-
kPoZz2J8EvpHFnyPhzYgV_fbzvVH36S9gmMiYJfa7n3vBfqj1MrPwQJu2fCZ4PJR8RRUjA7owGfWBSAJFJAoaA
KrChfClnJu81rckAbi9Raad3ALLrH3weSHATzvB-La-
lQFyLbmLq93EKHBnjUVT2Qqn1AdyAMbKl7sWBVnQx5Jv-
zfggocC9k4i_YwsiIGakalybcYEVaKqsekUTHZx8A40LvE3ge67FvDqytYoBgjzEQ
```

Parameter `grant_type`

The value is always **urn:ietf:params:oauth:grant-type:jwt-bearer** (has to be URL encoded).

Parameter `assertion`

JSON Web Tokens consist of three parts separated by dots (.), which are:

- Header
- Payload
- Signature

The `assertion` parameter looks like as follows:

```
base64UrlEncode(header).base64UrlEncode(payload).base64UrlEncode(signature)
```

An example value:

```
eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9.eyJzY29wZSI6Imh0dHBzOi8vYXBpLmNvbnZlcnNhdGlvbmFsbWVzc2FnaW5nLmNvbS9nYXRld2F5IiwiaXNzIjoieWVhYWFhYWFgiLCJleHAiOjE1MzA3NzgwMjEsIm1hdCI6MTUzMDc3Nzk2MX0.emnxhV22-
6xu3bCIL7_vwr4g5L2MpZJ7hDt2UAyrydduK3Es9CVzbtKmHahwEF9Gkk6CHaod5Y5k-
TmpeMifiNUNaPb4zCJr-KqE8u-
kPoZz2J8EvpHFnyPhzYgV_fbzvVH36S9gmMiYJfa7n3vBfqj1MrPwQJu2fCZ4PJR8RRUjA7owGfWBSAJFJAoaA
KrChfClnJu81rckAbi9Raad3ALLrH3weSHATzvB-La-
lQFyLbmLq93EKHBnjUVT2Qqn1AdyAMbKl7sWBVnQx5Jv-
zfggocC9k4i_YwsiIGakalybcYEVaKqsekUTHZx8A40LvE3ge67FvDqytYoBgjzEQ
```

There exist a lot of libraries which can generate this value for you. See [here](#) for an overview of those libraries.

Header

Example value:

```
eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9
```

This is the Base64 encoded representation of the JSON `{"typ": "JWT", "alg": "RS256"}`.

Payload

The **payload** part contains the claims.

Example value:

```
eyJzY29wZSI6Imh0dHBzOi8vYXBpLmNvbnZlcnNhdGlvbmFsbWVzc2FnYW5nLmNvbS9nYXRld2F5IiwiaXNzIjoiZWFwFhYWFgiLCJleHAiOiE1MzA3NzgwMjEsImIhdCI6MTUzMDc3Nzk2MX0
```

The value is the Base64 encoded representation of the JSON string:

```
{"scope": "https://api.conversationalmessaging.com/gateway", "iss": "eapXXXXX", "exp": 1530778021, "iat": 1530777961}
```

- **scope** claim - it is currently not checked so any value will be accepted.
- **iss** (issuer) claim - this is your customer ID.
- **iat** (issued at) claim - timestamp of the creation of the token request in seconds since 01.01.1970 00:00:00 GMT.
- **exp** (expiration time) claim - expiration timestamp of the token request in seconds since 01.01.1970 00:00:00 GMT.

Signature

Only the RSA256 signature algorithm is currently supported. The algorithm is provided in the header part in the **alg** header (see [above](#)).

The signature is the signed `base64UrlEncode(header).base64UrlEncode(payload)` string.

Example value:

```
emnxhV22-6xu3bCIL7_vvr4g5L2MpZJ7hDt2UAyrydduK3Es9CVzbtKmHahwEF9Gkk6CHaod5Y5k-TmpeMifiNUNaPb4zCJr-KqE8u-kPoZz2J8EvpHFnyPhzYGv_fbzvVH36S9gmMiYJfa7n3vBfqj1MrPwQJu2fCZ4PJR8RRUjA7owGfWBSAJFJAoaAKrChfClJu81rckAbi9Raad3ALLrH3weSHATzvB-La-lQFyLbm1q93EKHBnjUVT2Qqn1AdyAMbK17sWBVnQx5Jv-zfggocC9k4i_YwsiGakalybcYEVaKqsekUTHZx8A40LvE3ge67FvDqytYoBgjzEQ
```

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"
                }
              }
            ]
          }
        ]
      }
    }
  }
}

```


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":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlLSWQioiI0ZmUzY2Y4My01N2QwL
TcwNzQtMWZjYS1kNGYyM2Y5NDNlMjkiLCJzZW5kVGl0ZSI6IjIwMTgtMDctMDZUMDc6MzE6MjQuMDMxWiIsInN
1Z2dlc3Rpb25SZXNwb25zZSI6eyJ0ZXh0IjoieWVzIiwicG9zdGJhY2tEYXRhIjoicmI5NDcifX0=",
    "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":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlLSWQiOiJiNTk20TE0C1mZjUyLTIzOWEtNW5kZXJzZW5kVGl0ZSI6IjIwMTgtMDctMDZUMDc6NTE6MDYuMDM3WiIsInN1Z2d1c3Rpb25SZXNwb25zZSI6eyJ0ZXh0Ijoie2FsbCB1cyIsInBvc3RiYW50YSI6InJiInZlY5In19",
    "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":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlLSWQioiJkOTc1MWEyNi1mYjU5LTIyMzktOTMwNS03MGJhMjhjNTM3ZjcjLCJzZW5kVGl0ZSI6IjIwMTgtMDctMDZUMDc6NDQ6MzkuNjY3WiIsInN1Z2d1c3Rpb25SZXNwb25zZSI6eyJ0ZXh0IjoisGVhZCBRdWFydGVycyIsInBvc3RiYWNRGF0YSI6InJiNTAifX0=",
    "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":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlLSWQiOiI2ODc2NWYzYS05ZWY4L
TQ5NGYtOTg2ZS0xZDZjNTI1ZDFhOGYiLCJzZW5kVGl0ZSI6IjIwMTgtMDctMDVUMTI6NDA6MTcuMDA3WiIsInR
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":
"eyJzZW5kZXJQaG9uZU51bWJlciI6Iis0TEyMzQ1Njc4OTAiLCJtZXNzYWdlLSWQiOiI2ODc2NWYzYS05ZWY4L
TQ5NGYtOTg2ZS0xZDZjNTI1ZDFhOGYiLCJzZW5kVGl0ZSI6IjIwMTgtMDctMDVUMTI6NDA6MTcuMDA3WiIsInR
leHQiOiJIZXksIHRoZXJlISJ9",
    "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."
}

```