

Webhooks API

IQ4

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Описание

Webhooks API позволяет получать вызовы со стороны IQChannels на события в публичном API. Все вызовы отправляются как POST-запросы с типом `application/json; charset=utf-8`.

Структура сообщений совпадает с со структурой сообщений в [WebSockets](#) в публичном API, содержание расширено информацией о клиенте, канале и проекте.

Примеры сообщений

Создано обращение - "chat_created"

```
{
  "ChatEvent": {
    "Id": 9908,
    "Type": "chat_created",
    "ChatId": 170,
    "MessageId": null,
    "Actor": "client",
    "ClientId": 17559,
    "UserId": null,
    "CreatedAt": 1659343370820,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 36,
        "ProjectId": 12,
        "Type": "vk",
        "Name": "vk-channel",
        "Title": "-",
        "Description": "",
        "Deleted": false,
        "TotalClients": 3,
        "TotalTickets": 50,
        "TotalOpenTickets": 1,

```

```
"CreatedAt": 1656577214247,
"UpdatedAt": 1659343370826,
"VK": {
  "Id": 36,
  "UUID": "c91f1d7a-fcf3-4718-aded-191abae87cd6",
  "GroupId": 214262392,
  "Name": "3",
  "Deleted": false,
  "CreatedAt": 1656577214250,
  "UpdatedAt": 1656577288963,
  "DeletedAt": null,
  "RestoredAt": null
}
},
"Chats": [
  {
    "Id": 170,
    "Type": "regular",
    "ProjectId": 12,
    "ClientId": 17559,
    "ChannelId": 36,
    "TicketId": 746,
    "EventId": null,
    "ClientUnread": 0,
    "CreatedAt": 1656577472178,
    "ChangedAt": 1659343370832
  }
],
"Clients": [
  {
    "Id": 17559,
    "ProjectId": 12,
    "ParentId": null,
    "PersonalManagerId": null,
    "Type": "channel",
    "Name": " ",
    "ShortName": "",
    "Online": false,
    "CRMId": null,
    "CRMClientId": null,
    "ChannelId": 36,
    "TelegramId": null,
    "FacebookId": null,
    "InfobipId": null,
    "EdnaId": null,
    "VKId": 610072255,
    "TotalTickets": 61,
    "TotalOpenTickets": 1,
    "CreatedAt": 1652792952963,
    "UpdatedAt": 1659343370818,
    "SeenAt": null,
    "MessagedAt": null,
    "Details": {
      "ClientId": 0,
      "CRMURL": null,
      "FirstName": null,
      "MiddleName": null,
      "LastName": null,
      "Sex": null,
      "Birthday": null,
      "Cellphone": null,
      "Email": null,
      "INN": null,
      "ExtRef": null,
      "CardRef": null,
      "BranchId": null,
    }
  }
]
```

```

        "BranchName": null,
        "BranchExtRef": null,
        "BranchBik": null,
        "CreatedAt": -621355968000000,
        "UpdatedAt": -621355968000000,
        "Fields": []
    },
    "VK": {
        "Id": 610072255,
        "FirstName": "",
        "LastName": "",
        "ScreenName": "id_markova",
        "Sex": 1,
        "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-
        RxLfYwGjw4lH90xjs588pEl9ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?
        size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
        "CreatedAt": 1652690499302,
        "UpdatedAt": 1652690499302
    }
}
],
"Projects": [
{
    "Id": 12,
    "Name": " - ",
    "Slug": "support-online-store",
    "Description": "",
    "State": "active",
    "TotalTickets": 71,
    "TotalOpenTickets": 1,
    "TotalAssignedTickets": 0,
    "CreatedAt": 1652776115334,
    "UpdatedAt": 1659343370816,
    "ArchivedAt": null,
    "DeletedAt": null,
    "RestoredAt": null,
    "Options": null,
    "Permissions": null
}
]
}
}

```

Назначено обращение - "ticket_assigned"

Пример

```

{
  "ChatEvent": {
    "Id": 9908,
    "Type": "ticket_assigned",
    "ChatId": 170,
    "MessageId": null,
    "Actor": "client",
    "ClientId": 17559,
    "UserId": null,
    "CreatedAt": 1659343370820,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 36,
        "ProjectId": 12,

```

```
"Type": "vk",
"Name": "vk-channel",
"Title": "-",
"Description": "",
"Deleted": false,
"TotalClients": 3,
"TotalTickets": 50,
"TotalOpenTickets": 1,
"CreatedAt": 1656577214247,
"UpdatedAt": 1659343370826,
"VK": {
  "Id": 36,
  "UUID": "c91f1d7a-fcf3-4718-adec-191abae87cd6",
  "GroupId": 214262392,
  "Name": "3",
  "Deleted": false,
  "CreatedAt": 1656577214250,
  "UpdatedAt": 1656577288963,
  "DeletedAt": null,
  "RestoredAt": null
}
},
"Chats": [
  {
    "Id": 170,
    "Type": "regular",
    "ProjectId": 12,
    "ClientId": 17559,
    "ChannelId": 36,
    "TicketId": 746,
    "EventId": null,
    "ClientUnread": 0,
    "CreatedAt": 1656577472178,
    "ChangedAt": 1659343370832
  }
],
"Clients": [
  {
    "Id": 17559,
    "ProjectId": 12,
    "ParentId": null,
    "PersonalManagerId": null,
    "Type": "channel",
    "Name": " ",
    "ShortName": "",
    "Online": false,
    "CRMId": null,
    "CRMClientId": null,
    "ChannelId": 36,
    "TelegramId": null,
    "FacebookId": null,
    "InfobipId": null,
    "EdnaId": null,
    "VKId": 610072255,
    "TotalTickets": 61,
    "TotalOpenTickets": 1,
    "CreatedAt": 1652792952963,
    "UpdatedAt": 1659343370818,
    "SeenAt": null,
    "MessagedAt": null,
    "Details": {
      "ClientId": 0,
      "CRMURL": null,
      "FirstName": null,
      "MiddleName": null,
      "LastName": null,
    }
  }
]
```

```

        "Sex": null,
        "Birthday": null,
        "Cellphone": null,
        "Email": null,
        "INN": null,
        "ExtRef": null,
        "CardRef": null,
        "BranchId": null,
        "BranchName": null,
        "BranchExtRef": null,
        "BranchBik": null,
        "CreatedAt": -62135596800000,
        "UpdatedAt": -62135596800000,
        "Fields": []
    },
    "VK": {
        "Id": 610072255,
        "FirstName": "",
        "LastName": "",
        "ScreenName": "id_markova",
        "Sex": 1,
        "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-
        RxLfYwGjw4lH90xjs588pEl9ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?
        size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
        "CreatedAt": 1652690499302,
        "UpdatedAt": 1652690499302
    }
},
],
"Projects": [
    {
        "Id": 12,
        "Name": " - ",
        "Slug": "support-online-store",
        "Description": "",
        "State": "active",
        "TotalTickets": 71,
        "TotalOpenTickets": 1,
        "TotalAssignedTickets": 0,
        "CreatedAt": 1652776115334,
        "UpdatedAt": 1659343370816,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Options": null,
        "Permissions": null
    }
]
}
}
}

```

Печатается сообщение - "typing"

Событие о том, что печатается сообщение одно, различается по тому кто печатает сообщение - оператор или клиент

Клиент печатает сообщение

Пример

```

{
  "ChatEvent": {
    "Id": 0,
    "Type": "typing",
    "ChatId": 21,

```

```

    "MessageId": null,
    "Actor": "client",
    "ClientId": 21,
    "UserId": null,
    "CreatedAt": 1542902534934,
    "Transitive": true
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,
        "ProjectId": 1,
        "Type": "iqchat",
        "Name": "support",
        "Title": " ",
        "Description": "  .",
        "Deleted": false,
        "TotalClients": 0,
        "TotalTickets": 51,
        "TotalOpenTickets": 2,
        "CreatedAt": 1508308179222,
        "UpdatedAt": 1539160130126,
        "IQChat": {
          "ChannelId": 1,
          "Deleted": false,
          "CreatedAt": 1508308179225,
          "UpdatedAt": 1523604582471,
          "DeletedAt": null,
          "RestoredAt": null,
          "APNS": null
        }
      }
    ],
    "Chats": [
      {
        "Id": 21,
        "ProjectId": 1,
        "ClientId": 21,
        "ChannelId": 1,
        "TicketId": 84,
        "EventId": null,
        "ClientUnread": 0,
        "CreatedAt": 1523012241583,
        "ChangedAt": 1539160135110
      }
    ],
    "Clients": [
      {
        "Id": 21,
        "ProjectId": 1,
        "ParentId": null,
        "Type": "crm",
        "Name": " ",
        "Online": true,
        "CRMId": 1,
        "CRMClientId": "101",
        "ChannelId": null,
        "TelegramId": null,
        "FacebookId": null,
        "VKId": null,
        "TotalTickets": 9,
        "TotalOpenTickets": 1,
        "CreatedAt": 1523012241454,
        "UpdatedAt": 1542902534525,
        "SeenAt": 1542902534525,
        "MessagedAt": null,
        "Details": {

```

```

"ClientId": 21,
"CRMURL": "http://ya.ru/",
"FirstName": "",
"MiddleName": "",
"LastName": "",
"Sex": "",
"BirthDay": "15.01.1929",
"Cellphone": "+7 999 123-456",
"Email": "king@example.com",
"ExtRef": "XL-283-1238",
"CardRef": "z8j23yzc1",
"BranchId": "2132",
"BranchName": " ",
"BranchExtRef": "238",
"BranchBik": "123456789",
"CreatedAt": -6795364578871,
"UpdatedAt": -6795364578871,
"Fields": [
  {
    "Id": 3,
    "ClientId": 21,
    "Name": " 1",
    "Value": " 1",
    "Deleted": false,
    "CreatedAt": 1537519276894,
    "UpdatedAt": 1537519276894
  },
  {
    "Id": 1,
    "ClientId": 21,
    "Name": " 2",
    "Value": " 2",
    "Deleted": false,
    "CreatedAt": 1537519276894,
    "UpdatedAt": 1537519276894
  },
  {
    "Id": 2,
    "ClientId": 21,
    "Name": " 3",
    "Value": " 3",
    "Deleted": false,
    "CreatedAt": 1537519276894,
    "UpdatedAt": 1537519276894
  }
]
}
},
"Projects": [
  {
    "Id": 1,
    "Name": " ",
    "Slug": "",
    "Description": " ",
    "State": "active",
    "TotalTickets": 85,
    "TotalOpenTickets": 5,
    "CreatedAt": 1508308155539,
    "UpdatedAt": 1539181095764,
    "ArchivedAt": null,
    "DeletedAt": null,
    "RestoredAt": null,
    "Permissions": null
  }
]
}

```

```
}
```

Создано сообщение - "message_created"

Создано просто сообщение/сообщение с цитированием/сообщение с файлом и т.д.

Различается по тому кто отправляет сообщение оператор или клиент

Создано сообщение от клиента

```
{
  "ChatEvent": {
    "Id": 603,
    "Type": "message_created",
    "ChatId": 21,
    "MessageId": 298,
    "Actor": "client",
    "ClientId": 21,
    "UserId": null,
    "CreatedAt": 1542902601356,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,
        "ProjectId": 1,
        "Type": "iqchat",
        "Name": "support",
        "Title": " ",
        "Description": "  .",
        "Deleted": false,
        "TotalClients": 0,
        "TotalTickets": 51,
        "TotalOpenTickets": 2,
        "CreatedAt": 1508308179222,
        "UpdatedAt": 1539160130126,
        "IQChat": {
          "ChannelId": 1,
          "Deleted": false,
          "CreatedAt": 1508308179225,
          "UpdatedAt": 1523604582471,
          "DeletedAt": null,
          "RestoredAt": null,
          "APNS": null
        }
      }
    ],
    "Chats": [
      {
        "Id": 21,
        "ProjectId": 1,
        "ClientId": 21,
        "ChannelId": 1,
        "TicketId": 84,
        "EventId": null,
        "ClientUnread": 0,
        "CreatedAt": 1523012241583,
        "ChangedAt": 1539160135110
      }
    ],
    "ChatMessages": [
```

```

{
  "Id": 298,
  "ChatId": 21,
  "LocalId": 1542902601336,
  "EventId": null,
  "TicketMessageId": 971,
  "Author": "client",
  "ClientId": 21,
  "UserId": null,
  "Payload": "text",
  "Text": "!",
  "Received": false,
  "Read": false,
  "Pushed": false,
  "CreatedAt": 1542902601351,
  "ReceivedAt": null,
  "ReadAt": null,
  "My": false
}
],
"Clients": [
  {
    "Id": 21,
    "ProjectId": 1,
    "ParentId": null,
    "Type": "crm",
    "Name": " ",
    "Online": true,
    "CRMId": 1,
    "CRMClientId": "101",
    "ChannelId": null,
    "TelegramId": null,
    "FacebookId": null,
    "VKId": null,
    "TotalTickets": 9,
    "TotalOpenTickets": 1,
    "CreatedAt": 1523012241454,
    "UpdatedAt": 1542902594596,
    "SeenAt": 1542902594596,
    "MessagedAt": null,
    "Details": {
      "ClientId": 21,
      "CRMURL": "http://ya.ru/",
      "FirstName": "",
      "MiddleName": "",
      "LastName": "",
      "Sex": "",
      "Birthday": "15.01.1929",
      "Cellphone": "+7 999 123-456",
      "Email": "king@example.com",
      "ExtRef": "XL-283-1238",
      "CardRef": "z8j23yzc1",
      "BranchId": "2132",
      "BranchName": " ",
      "BranchExtRef": "238",
      "BranchBik": "123456789",
      "CreatedAt": -6795364578871,
      "UpdatedAt": -6795364578871,
      "Fields": [
        {
          "Id": 3,
          "ClientId": 21,
          "Name": " 1",
          "Value": " 1",
          "Deleted": false,
          "CreatedAt": 1537519276894,
          "UpdatedAt": 1537519276894
        }
      ]
    }
  }
]

```

```

    },
    {
      "Id": 1,
      "ClientId": 21,
      "Name": " 2",
      "Value": " 2",
      "Deleted": false,
      "CreatedAt": 1537519276894,
      "UpdatedAt": 1537519276894
    },
    {
      "Id": 2,
      "ClientId": 21,
      "Name": " 3",
      "Value": " 3",
      "Deleted": false,
      "CreatedAt": 1537519276894,
      "UpdatedAt": 1537519276894
    }
  ]
}
],
"Projects": [
  {
    "Id": 1,
    "Name": " ",
    "Slug": "",
    "Description": " ",
    "State": "active",
    "TotalTickets": 85,
    "TotalOpenTickets": 5,
    "CreatedAt": 1508308155539,
    "UpdatedAt": 1539181095764,
    "ArchivedAt": null,
    "DeletedAt": null,
    "RestoredAt": null,
    "Permissions": null
  }
]
}
}

```

Создано сообщение с цитированием от оператора

```

{
  "ChatEvent": {
    "Id": 50098,
    "Type": "message_created",
    "ChatId": 2504,
    "MessageId": 25721,
    "Actor": "user",
    "ClientId": 17651,
    "UserId": 55,
    "CreatedAt": 1682678682613,
    "Transitive": false,
    "Messages": null
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,
        "ProjectId": 1,

```

```
    "Type": "iqchat",
    "Name": "support",
    "Title": " ",
    "Description": ": .",
    "AudioMessagesEnabled": false,
    "AudioMessagesEnabledFor": "none",
    "Deleted": false,
    "TotalClients": 10,
    "TotalTickets": 1884,
    "TotalOpenTickets": -46,
    "CreatedAt": 1508308179222,
    "UpdatedAt": 1682678586079,
    "IQChat": {
      "ChannelId": 1,
      "Deleted": false,
      "CreatedAt": 1508308179225,
      "UpdatedAt": 1523604582471,
      "DeletedAt": null,
      "RestoredAt": null,
      "APNS": null
    }
  },
  ],
  "Chats": [
    {
      "Id": 2504,
      "Type": "regular",
      "ProjectId": 1,
      "ClientId": 17651,
      "ChannelId": 1,
      "TicketId": 2920,
      "EventId": null,
      "ClientUnread": 1,
      "UserId": null,
      "CreatedAt": 1671009157757,
      "ChangedAt": 1682678682617,
      "SystemChat": null,
      "Deleted": null,
      "DeletedAt": null
    }
  ],
  "ChatMessages": [
    {
      "Id": 25721,
      "ReplyToMessageId": 25719,
      "ChatId": 2504,
      "LocalId": 1682678684731,
      "EventId": null,
      "TicketMessageId": 36683,
      "MailingMessageId": null,
      "ProductId": null,
      "ProductOfferState": null,
      "Author": "user",
      "ClientId": null,
      "UserId": 55,
      "Payload": "text",
      "Text": "",
      "Received": false,
      "Read": false,
      "Listened": null,
      "Pushed": false,
      "CreatedAt": 1682678682599,
      "ReceivedAt": null,
      "ReadAt": null,
      "ListenedAt": null,
      "TicketId": 2920,
      "IsDropDown": null,
    }
  ]
}
```

```

        "BotpressPayload": null,
        "Deleted": false,
        "DeletedAt": null,
        "FileURL": null,
        "My": false,
        "OpenSystemChat": null,
        "SingleChoices": [],
        "Actions": null,
        "Product": null,
        "ClientInfo": ""
    }
],
"Clients": [
    {
        "Id": 17651,
        "ProjectId": 1,
        "ParentId": null,
        "PersonalManagerId": null,
        "Type": "crm",
        "Name": " ",
        "ShortName": "",
        "Online": true,
        "CRMId": 18,
        "CRMClientId": "2",
        "ChannelId": 1,
        "TelegramId": null,
        "FacebookId": null,
        "InfobipId": null,
        "EdnaId": null,
        "VKId": null,
        "ViberId": null,
        "MarkerType": "green",
        "MarkerName": "",
        "TotalTickets": 74,
        "TotalOpenTickets": 1,
        "AvgRating": null,
        "CreatedAt": 1671009157745,
        "UpdatedAt": 1682678682178,
        "SeenAt": 1682678682178,
        "MessagedAt": null,
        "GroupName": " ( 1)",
        "Priority": 1,
        "LastComment": null,
        "Details": {
            "ClientId": 17651,
            "CRMURL": "http://ya.ru/",
            "FirstName": "",
            "MiddleName": "",
            "LastName": "",
            "Sex": "",
            "Birthday": "",
            "Cellphone": "",
            "Email": "",
            "INN": "",
            "ExtRef": "",
            "CardRef": "",
            "Token": null,
            "BranchId": "",
            "BranchName": "",
            "BranchExtRef": "",
            "BranchBik": "",
            "CreatedAt": -62135596800000,
            "UpdatedAt": -62135596800000,
            "Fields": []
        }
    }
],

```

```
"Projects": [
  {
    "Id": 1,
    "Name": " ",
    "Slug": "",
    "Description": " ",
    "State": "active",
    "TotalTickets": 2475,
    "TotalOpenTickets": 3,
    "TotalAssignedTickets": 3,
    "CreatedAt": 1508308155539,
    "UpdatedAt": 1682678617260,
    "ArchivedAt": null,
    "DeletedAt": null,
    "RestoredAt": null,
    "TotalClientCount": 0,
    "TotalAgentCount": 0,
    "TotalChannelCount": 0,
    "License": {
      "Id": 42,
      "Current": true,
      "CreatedAt": 1679555900374,
      "UpdatedAt": 1679555900374,
      "Terms": {
        "Type": "commercial",
        "Title": "IQChannels Stand",
        "ServerId": "3f37a608-7ad9-4a23-bd74-6dd0cb7d4815",
        "ExpiresAt": null,
        "Projects": 20,
        "Users": 20,
        "Chat": false,
        "Social": false,
        "ChannelTypes": [
          "iqchat",
          "vk",
          "facebook",
          "telegram",
          "infobip",
          "edna",
          "viber",
          "email"
        ],
        "CorporateChatEnabled": true,
        "CorporateChatUsers": 20,
        "IQPro": true,
        "ProductShowcase": true,
        "AudioMessagesEnabled": true,
        "ActiveDirectory": true,
        "Mailings": true,
        "MailingLists": true,
        "Reports": true,
        "PersonalManagersEnabled": true,
        "PersonalManagersOnline": 20,
        "HelpDeskEnabled": true,
        "HelpDeskIntegrationTypes": [
          "email"
        ],
        "ChatBotsEnabled": true,
        "UniqueChatBots": 20,
        "ChatBotPlatformTypes": [
          "botpress"
        ],
        "EnableChatBotFaq": true,
        "EnableChatBotWorkflow": true,
        "EnableChatBotExtensions": true,
        "PostManagementEnabled": true,
        "PublicsCount": 0,
```

```

        "PublicFunctionTypes": [
            "posting",
            "voting",
            "commenting"
        ],
        "Autogenerated": false
    },
    "Expired": false
}
}
],
"Users": [
    {
        "Id": 55,
        "Type": "user",
        "Name": " ",
        "Pseudonym": "",
        "Department": " 123",
        "RoleId": 1,
        "AvatarId": null,
        "Online": true,
        "Active": true,
        "CorporateChatEnabled": true,
        "Busy": false,
        "Deleted": false,
        "CreatedAt": 1652684959158,
        "UpdatedAt": 1682678682605,
        "LastSeenAt": 1682678680796,
        "LastActiveAt": 1682678682605,
        "LastMessageAt": 1682678682605,
        "AssignedAt": 1682678617262,
        "DisplayName": " ",
        "Permissions": null,
        "Totals": {
            "TotalOpenTickets": 0,
            "TotalPendingTickets": 0,
            "TotalInProgressTickets": 0,
            "Workload": 0
        },
        "Rating": 0
    }
],
}
}

```

Создано сообщение от оператора

```

{
  "ChatEvent": {
    "Id": 606,
    "Type": "message_created",
    "ChatId": 21,
    "MessageId": 299,
    "Actor": "user",
    "ClientId": null,
    "UserId": 1,
    "CreatedAt": 1542902650651,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,

```

```
    "ProjectId": 1,
    "Type": "iqchat",
    "Name": "support",
    "Title": " ",
    "Description": " .",
    "Deleted": false,
    "TotalClients": 0,
    "TotalTickets": 51,
    "TotalOpenTickets": 2,
    "CreatedAt": 1508308179222,
    "UpdatedAt": 1539160130126,
    "IQChat": {
      "ChannelId": 1,
      "Deleted": false,
      "CreatedAt": 1508308179225,
      "UpdatedAt": 1523604582471,
      "DeletedAt": null,
      "RestoredAt": null,
      "APNS": null
    }
  },
  ],
  "Chats": [
    {
      "Id": 21,
      "ProjectId": 1,
      "ClientId": 21,
      "ChannelId": 1,
      "TicketId": 84,
      "EventId": null,
      "ClientUnread": 1,
      "CreatedAt": 1523012241583,
      "ChangedAt": 1542902650654
    }
  ],
  "ChatMessages": [
    {
      "Id": 299,
      "ChatId": 21,
      "LocalId": 1542902650625,
      "EventId": null,
      "TicketMessageId": 972,
      "Author": "user",
      "ClientId": null,
      "UserId": 1,
      "Payload": "text",
      "Text": " ?",
      "Received": false,
      "Read": false,
      "Pushed": false,
      "CreatedAt": 1542902650639,
      "ReceivedAt": null,
      "ReadAt": null,
      "My": false
    }
  ],
  "Projects": [
    {
      "Id": 1,
      "Name": " ",
      "Slug": "",
      "Description": " ",
      "State": "active",
      "TotalTickets": 85,
      "TotalOpenTickets": 5,
      "CreatedAt": 1508308155539,
      "UpdatedAt": 1539181095764,
```

```

        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Permissions": null
    }
],
"Users": [
    {
        "Id": 1,
        "Name": " ",
        "Email": "i.korobkov@iqstore.ru",
        "Position": " ",
        "RoleId": 1,
        "AvatarId": "baac46c4-c475-11e7-999e-fb4e907475d9.jpg",
        "Online": true,
        "Active": true,
        "Deleted": false,
        "TotalAssignedTickets": 5,
        "CreatedAt": 1508308102244,
        "UpdatedAt": 1542902649317,
        "LastSeenAt": 1542902649317,
        "AssignedAt": 1542901263283,
        "DisplayName": " "
    }
]
}
}
}

```

Создано сообщение от оператора с файлом

```

{
  "ChatEvent": {
    "Id": 608,
    "Type": "message_created",
    "ChatId": 21,
    "MessageId": 300,
    "Actor": "user",
    "ClientId": null,
    "UserId": 1,
    "CreatedAt": 1542902705511,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,
        "ProjectId": 1,
        "Type": "iqchat",
        "Name": "support",
        "Title": " ",
        "Description": "  .",
        "Deleted": false,
        "TotalClients": 0,
        "TotalTickets": 51,
        "TotalOpenTickets": 2,
        "CreatedAt": 1508308179222,
        "UpdatedAt": 1539160130126,
        "IQChat": {
          "ChannelId": 1,
          "Deleted": false,
          "CreatedAt": 1508308179225,
          "UpdatedAt": 1523604582471,
          "DeletedAt": null,

```

```
        "RestoredAt": null,
        "APNS": null
    }
}
],
"Chats": [
{
    "Id": 21,
    "ProjectId": 1,
    "ClientId": 21,
    "ChannelId": 1,
    "TicketId": 84,
    "EventId": null,
    "ClientUnread": 1,
    "CreatedAt": 1523012241583,
    "ChangedAt": 1542902705514
}
],
"ChatMessages": [
{
    "Id": 300,
    "ChatId": 21,
    "LocalId": 1542902705465,
    "EventId": null,
    "TicketMessageId": 973,
    "Author": "user",
    "ClientId": null,
    "UserId": 1,
    "Payload": "file",
    "Text": "",
    "FileId": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
    "Received": false,
    "Read": false,
    "Pushed": false,
    "CreatedAt": 1542902705504,
    "ReceivedAt": null,
    "ReadAt": null,
    "My": false
}
],
"Files": [
{
    "Id": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
    "Type": "file",
    "Owner": "client",
    "OwnerClientId": 21,
    "ClientId": null,
    "UserId": 1,
    "Name": "example-request.json",
    "Path": "clients/21/21/6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
    "Size": 2493,
    "ImageWidth": null,
    "ImageHeight": null,
    "ContentType": "application/json",
    "CreatedAt": 1542902705480
}
],
"Projects": [
{
    "Id": 1,
    "Name": " ",
    "Slug": "",
    "Description": " ",
    "State": "active",
    "TotalTickets": 85,
    "TotalOpenTickets": 5,
    "CreatedAt": 1508308155539,
```

```

        "UpdatedAt": 1539181095764,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Permissions": null
    }
],
"Users": [
    {
        "Id": 1,
        "Name": " ",
        "Email": "i.korobkov@iqstore.ru",
        "Position": " ",
        "RoleId": 1,
        "AvatarId": "baac46c4-c475-11e7-999e-fb4e907475d9.jpg",
        "Online": true,
        "Active": true,
        "Deleted": false,
        "TotalAssignedTickets": 5,
        "CreatedAt": 1508308102244,
        "UpdatedAt": 1542902699384,
        "LastSeenAt": 1542902699384,
        "AssignedAt": 1542901263283,
        "DisplayName": " "
    }
]
}
}
}

```

Получено сообщение - "message_received"

Пример

```

{
  "ChatEvent": {
    "Id": 9908,
    "Type": "message_received",
    "ChatId": 170,
    "MessageId": null,
    "Actor": "client",
    "ClientId": 17559,
    "UserId": null,
    "CreatedAt": 1659343370820,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 36,
        "ProjectId": 12,
        "Type": "vk",
        "Name": "vk-channel",
        "Title": "-",
        "Description": "",
        "Deleted": false,
        "TotalClients": 3,
        "TotalTickets": 50,
        "TotalOpenTickets": 1,
        "CreatedAt": 1656577214247,
        "UpdatedAt": 1659343370826,
        "VK": {
          "Id": 36,
          "UUID": "c91f1d7a-fcf3-4718-adec-191abae87cd6",
          "GroupId": 214262392,

```

```

        "Name": "3",
        "Deleted": false,
        "CreatedAt": 1656577214250,
        "UpdatedAt": 1656577288963,
        "DeletedAt": null,
        "RestoredAt": null
    }
}
],
"Chats": [
{
    "Id": 170,
    "Type": "regular",
    "ProjectId": 12,
    "ClientId": 17559,
    "ChannelId": 36,
    "TicketId": 746,
    "EventId": null,
    "ClientUnread": 0,
    "CreatedAt": 1656577472178,
    "ChangedAt": 1659343370832
}
],
    "ChatMessages": [
        {
            "Id": 300,
            "ChatId": 21,
            "LocalId": 1542902705465,
            "EventId": null,
            "TicketMessageId": 973,
            "Author": "user",
            "ClientId": null,
            "UserId": 1,
            "Payload": "file",
            "Text": "",
            "FileId": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
            "Received": false,
            "Read": false,
            "Pushed": false,
            "CreatedAt": 1542902705504,
            "ReceivedAt": null,
            "ReadAt": null,
            "My": false
        }
    ],
"Clients": [
{
    "Id": 17559,
    "ProjectId": 12,
    "ParentId": null,
    "PersonalManagerId": null,
    "Type": "channel",
    "Name": " ",
    "ShortName": "",
    "Online": false,
    "CRMId": null,
    "CRMClientId": null,
    "ChannelId": 36,
    "TelegramId": null,
    "FacebookId": null,
    "InfobipId": null,
    "EdnaId": null,
    "VKId": 610072255,
    "TotalTickets": 61,
    "TotalOpenTickets": 1,
    "CreatedAt": 1652792952963,
    "UpdatedAt": 1659343370818,

```

```

    "SeenAt": null,
    "MessagedAt": null,
    "Details": {
      "ClientId": 0,
      "CRMURL": null,
      "FirstName": null,
      "MiddleName": null,
      "LastName": null,
      "Sex": null,
      "Birthday": null,
      "Cellphone": null,
      "Email": null,
      "INN": null,
      "ExtRef": null,
      "CardRef": null,
      "BranchId": null,
      "BranchName": null,
      "BranchExtRef": null,
      "BranchBik": null,
      "CreatedAt": -621355968000000,
      "UpdatedAt": -621355968000000,
      "Fields": []
    },
    "VK": {
      "Id": 610072255,
      "FirstName": "",
      "LastName": "",
      "ScreenName": "id_markova",
      "Sex": 1,
      "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-RxLfYwGjw4lH90xjs588pEl9ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
      "CreatedAt": 1652690499302,
      "UpdatedAt": 1652690499302
    }
  },
  "Projects": [
    {
      "Id": 12,
      "Name": " - ",
      "Slug": "support-online-store",
      "Description": "",
      "State": "active",
      "TotalTickets": 71,
      "TotalOpenTickets": 1,
      "TotalAssignedTickets": 0,
      "CreatedAt": 1652776115334,
      "UpdatedAt": 1659343370816,
      "ArchivedAt": null,
      "DeletedAt": null,
      "RestoredAt": null,
      "Options": null,
      "Permissions": null
    }
  ]
}

```

Прочитано сообщение - "message_read"

Пример

```
{
```

```
"ChatEvent": {
  "Id": 9908,
  "Type": "message_read",
  "ChatId": 170,
  "MessageId": null,
  "Actor": "client",
  "ClientId": 17559,
  "UserId": null,
  "CreatedAt": 1659343370820,
  "Transitive": false
},
"ReIs": {
  "Channels": [
    {
      "Id": 36,
      "ProjectId": 12,
      "Type": "vk",
      "Name": "vk-channel",
      "Title": "-",
      "Description": "",
      "Deleted": false,
      "TotalClients": 3,
      "TotalTickets": 50,
      "TotalOpenTickets": 1,
      "CreatedAt": 1656577214247,
      "UpdatedAt": 1659343370826,
      "VK": {
        "Id": 36,
        "UUID": "c91f1d7a-fcf3-4718-adec-191abae87cd6",
        "GroupId": 214262392,
        "Name": "3",
        "Deleted": false,
        "CreatedAt": 1656577214250,
        "UpdatedAt": 1656577288963,
        "DeletedAt": null,
        "RestoredAt": null
      }
    }
  ]
},
"ChatMessages": [
  {
    "Id": 300,
    "ChatId": 21,
    "LocalId": 1542902705465,
    "EventId": null,
    "TicketMessageId": 973,
    "Author": "user",
    "ClientId": null,
    "UserId": 1,
    "Payload": "file",
    "Text": "",
    "FileId": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
    "Received": false,
    "Read": false,
    "Pushed": false,
    "CreatedAt": 1542902705504,
    "ReceivedAt": null,
    "ReadAt": null,
    "My": false
  }
],
"Chats": [
  {
    "Id": 170,
    "Type": "regular",
    "ProjectId": 12,
    "ClientId": 17559,
```

```

        "ChannelId": 36,
        "TicketId": 746,
        "EventId": null,
        "ClientUnread": 0,
        "CreatedAt": 1656577472178,
        "ChangedAt": 1659343370832
    }
],
"Clients": [
    {
        "Id": 17559,
        "ProjectId": 12,
        "ParentId": null,
        "PersonalManagerId": null,
        "Type": "channel",
        "Name": " ",
        "ShortName": "",
        "Online": false,
        "CRMId": null,
        "CRMClientId": null,
        "ChannelId": 36,
        "TelegramId": null,
        "FacebookId": null,
        "InfobipId": null,
        "EdnaId": null,
        "VKId": 610072255,
        "TotalTickets": 61,
        "TotalOpenTickets": 1,
        "CreatedAt": 1652792952963,
        "UpdatedAt": 1659343370818,
        "SeenAt": null,
        "MessagedAt": null,
        "Details": {
            "ClientId": 0,
            "CRMURL": null,
            "FirstName": null,
            "MiddleName": null,
            "LastName": null,
            "Sex": null,
            "Birthday": null,
            "Cellphone": null,
            "Email": null,
            "INN": null,
            "ExtRef": null,
            "CardRef": null,
            "BranchId": null,
            "BranchName": null,
            "BranchExtRef": null,
            "BranchBik": null,
            "CreatedAt": -621355968000000,
            "UpdatedAt": -621355968000000,
            "Fields": []
        },
        "VK": {
            "Id": 610072255,
            "FirstName": "",
            "LastName": "",
            "ScreenName": "id_markova",
            "Sex": 1,
            "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-RxLfYwGjw4lH90xjs588pEl9ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
            "CreatedAt": 1652690499302,
            "UpdatedAt": 1652690499302
        }
    }
],

```

```

    "Projects": [
      {
        "Id": 12,
        "Name": " -",
        "Slug": "support-online-store",
        "Description": "",
        "State": "active",
        "TotalTickets": 71,
        "TotalOpenTickets": 1,
        "TotalAssignedTickets": 0,
        "CreatedAt": 1652776115334,
        "UpdatedAt": 1659343370816,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Options": null,
        "Permissions": null
      }
    ]
  }
}

```

Прослушано сообщение - "message_listened"

Пример

```

{
  "ChatEvent": {
    "Id": 9908,
    "Type": "message_listened",
    "ChatId": 170,
    "MessageId": null,
    "Actor": "client",
    "ClientId": 17559,
    "UserId": null,
    "CreatedAt": 1659343370820,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 36,
        "ProjectId": 12,
        "Type": "vk",
        "Name": "vk-channel",
        "Title": " -",
        "Description": "",
        "Deleted": false,
        "TotalClients": 3,
        "TotalTickets": 50,
        "TotalOpenTickets": 1,
        "CreatedAt": 1656577214247,
        "UpdatedAt": 1659343370826,
        "VK": {
          "Id": 36,
          "UUID": "c91f1d7a-fcf3-4718-adec-191abae87cd6",
          "GroupId": 214262392,
          "Name": "3",
          "Deleted": false,
          "CreatedAt": 1656577214250,
          "UpdatedAt": 1656577288963,
          "DeletedAt": null,
          "RestoredAt": null
        }
      }
    ]
  }
}

```

```

    }
  ],
  "Chats": [
    {
      "Id": 170,
      "Type": "regular",
      "ProjectId": 12,
      "ClientId": 17559,
      "ChannelId": 36,
      "TicketId": 746,
      "EventId": null,
      "ClientUnread": 0,
      "CreatedAt": 1656577472178,
      "ChangedAt": 1659343370832
    }
  ],
  "ChatMessages": [
    {
      "Id": 300,
      "ChatId": 21,
      "LocalId": 1542902705465,
      "EventId": null,
      "TicketMessageId": 973,
      "Author": "user",
      "ClientId": null,
      "UserId": 1,
      "Payload": "file",
      "Text": "",
      "FileId": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
      "Received": false,
      "Read": false,
      "Pushed": false,
      "CreatedAt": 1542902705504,
      "ReceivedAt": null,
      "ReadAt": null,
      "My": false
    }
  ],
  "Clients": [
    {
      "Id": 17559,
      "ProjectId": 12,
      "ParentId": null,
      "PersonalManagerId": null,
      "Type": "channel",
      "Name": " ",
      "ShortName": "",
      "Online": false,
      "CRMId": null,
      "CRMClientId": null,
      "ChannelId": 36,
      "TelegramId": null,
      "FacebookId": null,
      "InfobipId": null,
      "EdnaId": null,
      "VKId": 610072255,
      "TotalTickets": 61,
      "TotalOpenTickets": 1,
      "CreatedAt": 1652792952963,
      "UpdatedAt": 1659343370818,
      "SeenAt": null,
      "MessagedAt": null,
      "Details": {
        "ClientId": 0,
        "CRMURL": null,
        "FirstName": null,
        "MiddleName": null,

```

```

        "LastName": null,
        "Sex": null,
        "Birthday": null,
        "Cellphone": null,
        "Email": null,
        "INN": null,
        "ExtRef": null,
        "CardRef": null,
        "BranchId": null,
        "BranchName": null,
        "BranchExtRef": null,
        "BranchBik": null,
        "CreatedAt": -62135596800000,
        "UpdatedAt": -62135596800000,
        "Fields": []
    },
    "VK": {
        "Id": 610072255,
        "FirstName": "",
        "LastName": "",
        "ScreenName": "id_markova",
        "Sex": 1,
        "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-
RxLfYwGjw4lH90xjs588pE19ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?
size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
        "CreatedAt": 1652690499302,
        "UpdatedAt": 1652690499302
    }
},
],
"Projects": [
    {
        "Id": 12,
        "Name": " - ",
        "Slug": "support-online-store",
        "Description": "",
        "State": "active",
        "TotalTickets": 71,
        "TotalOpenTickets": 1,
        "TotalAssignedTickets": 0,
        "CreatedAt": 1652776115334,
        "UpdatedAt": 1659343370816,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Options": null,
        "Permissions": null
    }
]
}
}

```

Удалены сообщения - "delete-messages"

Пример

```

{
  "ChatEvent": {
    "Id": 9908,
    "Type": "delete-messages",
    "ChatId": 170,
    "MessageId": null,
    "Actor": "client",
    "ClientId": 17559,

```

```
"UserId": null,
"CreatedAt": 1659343370820,
"Transitive": false
},
"Rels": {
  "Channels": [
    {
      "Id": 36,
      "ProjectId": 12,
      "Type": "vk",
      "Name": "vk-channel",
      "Title": "-",
      "Description": "",
      "Deleted": false,
      "TotalClients": 3,
      "TotalTickets": 50,
      "TotalOpenTickets": 1,
      "CreatedAt": 1656577214247,
      "UpdatedAt": 1659343370826,
      "VK": {
        "Id": 36,
        "UUID": "c91f1d7a-fcf3-4718-aded-191abae87cd6",
        "GroupId": 214262392,
        "Name": "3",
        "Deleted": false,
        "CreatedAt": 1656577214250,
        "UpdatedAt": 1656577288963,
        "DeletedAt": null,
        "RestoredAt": null
      }
    }
  ]
},
"ChatMessages": [
  {
    "Id": 300,
    "ChatId": 21,
    "LocalId": 1542902705465,
    "EventId": null,
    "TicketMessageId": 973,
    "Author": "user",
    "ClientId": null,
    "UserId": 1,
    "Payload": "file",
    "Text": "",
    "FileId": "6054cfb4-ee70-11e8-8b35-3fa764e1543e.json",
    "Received": false,
    "Read": false,
    "Pushed": false,
    "CreatedAt": 1542902705504,
    "ReceivedAt": null,
    "ReadAt": null,
    "My": false
  }
],
"Chats": [
  {
    "Id": 170,
    "Type": "regular",
    "ProjectId": 12,
    "ClientId": 17559,
    "ChannelId": 36,
    "TicketId": 746,
    "EventId": null,
    "ClientUnread": 0,
    "CreatedAt": 1656577472178,
    "ChangedAt": 1659343370832
  }
]
```

```
],
"Clients": [
  {
    "Id": 17559,
    "ProjectId": 12,
    "ParentId": null,
    "PersonalManagerId": null,
    "Type": "channel",
    "Name": " ",
    "ShortName": "",
    "Online": false,
    "CRMId": null,
    "CRMClientId": null,
    "ChannelId": 36,
    "TelegramId": null,
    "FacebookId": null,
    "InfobipId": null,
    "EdnaId": null,
    "VKId": 610072255,
    "TotalTickets": 61,
    "TotalOpenTickets": 1,
    "CreatedAt": 1652792952963,
    "UpdatedAt": 1659343370818,
    "SeenAt": null,
    "MessagedAt": null,
    "Details": {
      "ClientId": 0,
      "CRMURL": null,
      "FirstName": null,
      "MiddleName": null,
      "LastName": null,
      "Sex": null,
      "Birthday": null,
      "Cellphone": null,
      "Email": null,
      "INN": null,
      "ExtRef": null,
      "CardRef": null,
      "BranchId": null,
      "BranchName": null,
      "BranchExtRef": null,
      "BranchBik": null,
      "CreatedAt": -62135596800000,
      "UpdatedAt": -62135596800000,
      "Fields": []
    },
    "VK": {
      "Id": 610072255,
      "FirstName": "",
      "LastName": "",
      "ScreenName": "id_markova",
      "Sex": 1,
      "Photo": "https://sun1-16.userapi.com/s/v1/ig2/H1Va0mwGGAr_DqSg0qyFFHuDjj1-RxLfYwGjw4lH90xjs588pEl9ZkyhPKQvZo5FFQGdseXMUzoD0ZrrbQl7smea.jpg?size=50x50&quality=95&crop=159,366,1405,1405&ava=1",
      "CreatedAt": 1652690499302,
      "UpdatedAt": 1652690499302
    }
  }
],
"Projects": [
  {
    "Id": 12,
    "Name": " -",
    "Slug": "support-online-store",
    "Description": "",
    "State": "active",
```

```

        "TotalTickets": 71,
        "TotalOpenTickets": 1,
        "TotalAssignedTickets": 0,
        "CreatedAt": 1652776115334,
        "UpdatedAt": 1659343370816,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Options": null,
        "Permissions": null
    }
}
}
}

```

Закрыто обращение - "chat_closed"

```

{
  "ChatEvent": {
    "Id": 4622,
    "Type": "chat_closed",
    "ChatId": 13,
    "MessageId": null,
    "Actor": "user",
    "ClientId": 13,
    "UserId": 1,
    "CreatedAt": 1632751088427,
    "Transitive": false
  },
  "Rels": {
    "Channels": [
      {
        "Id": 1,
        "ProjectId": 1,
        "Type": "iqchat",
        "Name": "support",
        "Title": " ",
        "Description": " .",
        "Deleted": false,
        "TotalClients": 0,
        "TotalTickets": 292,
        "TotalOpenTickets": 6,
        "CreatedAt": 1508308179222,
        "UpdatedAt": 1632751088429,
        "IQChat": {
          "ChannelId": 1,
          "Deleted": false,
          "CreatedAt": 1508308179225,
          "UpdatedAt": 1523604582471,
          "DeletedAt": null,
          "RestoredAt": null,
          "APNS": null
        }
      }
    ],
    "Chats": [
      {
        "Id": 13,
        "ProjectId": 1,
        "ClientId": 13,
        "ChannelId": 1,
        "TicketId": 403,
        "EventId": null,

```

```

        "ClientUnread": 2,
        "CreatedAt": 1517261861843,
        "ChangedAt": 1632751088394
    }
],
"Clients": [
    {
        "Id": 13,
        "ProjectId": 1,
        "ParentId": null,
        "Type": "crm",
        "Name": " ",
        "ShortName": "",
        "Online": false,
        "CRMId": 1,
        "CRMClientId": "4",
        "ChannelId": null,
        "TelegramId": null,
        "FacebookId": null,
        "InfobipId": null,
        "VKId": null,
        "TotalTickets": 21,
        "TotalOpenTickets": 0,
        "CreatedAt": 1517261861752,
        "UpdatedAt": 1632751088426,
        "SeenAt": 1632321444520,
        "MessagedAt": null,
        "Details": {
            "ClientId": 13,
            "CRMURL": "http://ya.ru/",
            "FirstName": "",
            "MiddleName": "",
            "LastName": "",
            "Sex": "",
            "Birthday": "13.08.1899",
            "Cellphone": "+7 999 123-456",
            "Email": "alfred@example.com",
            "INN": "",
            "ExtRef": "",
            "CardRef": "",
            "BranchId": "",
            "BranchName": "",
            "BranchExtRef": "",
            "BranchBik": "",
            "CreatedAt": 1517261861751,
            "UpdatedAt": 1519115991831,
            "Fields": []
        }
    }
],
"Projects": [
    {
        "Id": 1,
        "Name": " ",
        "Slug": "asdf",
        "Description": " ",
        "State": "active",
        "TotalTickets": 359,
        "TotalOpenTickets": 6,
        "TotalAssignedTickets": 6,
        "CreatedAt": 1508308155539,
        "UpdatedAt": 1632751088425,
        "ArchivedAt": null,
        "DeletedAt": null,
        "RestoredAt": null,
        "Options": null,
        "Permissions": null
    }
]

```

```
    }  
  ],  
  "Users": [  
    {  
      "Id": 1,  
      "Type": "user",  
      "Name": "",  
      "Email": "i.korobkov@iqstore.ru",  
      "Login": null,  
      "Position": " ",  
      "Department": "",  
      "RoleId": 1,  
      "AvatarId": null,  
      "Online": true,  
      "Active": true,  
      "Deleted": false,  
      "TotalAssignedTickets": 6,  
      "CreatedAt": 1508308102244,  
      "UpdatedAt": 1632751088427,  
      "LastSeenAt": 1632751081961,  
      "LastActiveAt": 1632751088422,  
      "LastMessageAt": 1632751088422,  
      "AssignedAt": 1632750983591,  
      "DisplayName": "",  
      "Permissions": null  
    }  
  ]  
}  
}
```