

# **Workcloud Communication**

## Messenger REST API



## **Developer Guide**

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## Introduction

This document describes how to send text messages to the Zebra Enterprise Messaging Service (ZEMS) using the REST API.

The ZEMS provides a method for third-party applications to send text messages to PTT Pro client. The ZEMS formats the text message and then forwards it to the specified PTT Pro endpoint(s). The message can include an image file.

Use the Messenger REST API to:

- List endpoints
- Send a message
- Include an image with the message.

## Authentication

The Messenger API validates all requests using the following methods:

- HTTP requests must use SSL (**https://**, not **http://**).
- The required **api\_password** parameter is used for authentication.

## Messenger Endpoints

Applications use the ZEMS Messenger API to retrieve a list of endpoints.

### List Endpoints Request

Send a GET request in the following format:

GET `https://<IWG_URL>/iwg/api/v1/list?api_password=<token>`

**Table 1** List Endpoints Parameters

Parameter	Description
api_password	Secure token found on Customer Details dialog in the ZEMS Customer Administrator Portal.
site	Returns results for the specified Site (PTT Pro department).

All parameters are query parameters.

### List Endpoints Response

When endpoints are successfully retrieved, ZEMS sends the following response code:

**Table 2** List Endpoints Success Response

Response Codes
200 Successfully retrieved list

The body contains a JSON object with the list of endpoints in the format:

```
{
  "site": "IwgDept1",
  "name": "EP.test.1",
  "proxy": "EP.test.1.proxy1",
  "target": "test.user.01",
  "contact": true
}
```

**Table 3** List Endpoints Response Fields

Field	Description
site	Name of the site in ZEMS and the department in PTT Pro.
name	Name of the endpoint
proxy	Name of the proxy
target	Name of the recipient. This is a PTT Pro user or a PTT Pro group.
contact	If true, the target is a user. If false, the target is a group.

If endpoints are not retrieved, the ZEMS sends a response with one of the following error codes:

**Table 4** List Endpoints Error Responses

Response Codes	Description
400	Bad request
401	Unauthorized access.
404	Record not found.
503	Server error.

## Sending a Message

Applications can send text messages that include an image. Image files are encoded and sent as part of the message. Any image type is supported. ZEMS converts the image to PNG and proportionally resizes the image to a maximum width of 640 pixels.

### Sending a Message Request

Send a POST request in the following format:

POST [https://<IWG\\_URL>/iwg/api/v1/message?api\\_password=<token>](https://<IWG_URL>/iwg/api/v1/message?api_password=<token>)

**Table 5** Send Message Parameters

Parameter	Description
api_password	Secure token.
file	Image files are encoded into the request body.

**Table 5** Send Message Parameters (Continued)

Parameter	Description
message	Text of the message.
eid	Target endpoint ID or from retrieving the endpoint list. Only a single EID can be specified for each message.
src	Optional string identifying the originator of the message. This is not sent to the recipients of the message.

All parameters are query parameters except for file, which is sent as a multipart/form-data in the request body.

## Sending a Message Response

The API sends a response with one of the following error codes and a reason:

**Table 6** Send Message Responses

Response Codes	Description
200	OK
400	Bad request.
401	Unauthorized access.
404	Record not found.
503	Server error

