

## Digital Connect Input Schema

▼ message\_created

```
1 {
2   "$schema": "http://json-schema.org/draft-07/schema#",
3   "type": "object",
4   "title": "message_created",
5   "required": [
6     "event_type",
7     "conversation_id",
8     "timestamp",
9     "payload"
10  ],
11  "properties": {
12    "event_type": {
13      "type": "string",
14      "title": "Event Type"
15    },
16    "conversation_id": {
17      "type": "string",
18      "title": "Conversation Id"
19    },
20    "timestamp": {
21      "type": "string",
22      "title": "Timestamp"
23    },
24    "payload": {
25      "type": "object",
26      "title": "The Payload",
27      "required": [
28        "id",
29        "created_at",
30        "author"
31      ],
32      "properties": {
33        "id": {
34          "type": "string",
35          "title": "Id"
36        },
37        "content": {
38          "type": "string",
39          "title": "Content"
40        },
41        "created_at": {
42          "type": "string",
43          "title": "Created at"
44        },
45        "author": {
46          "type": "object",
47          "title": "The Payload",
48          "required": [
49            "name",
```

```

50     "type"
51   ],
52   "properties": {
53     "name": {
54       "type": "string",
55       "title": "Name"
56     },
57     "type": {
58       "type": "string",
59       "title": "Type"
60     }
61   }
62 },
63 "attachments": {
64   "type": "array",
65   "title": "The attachments",
66   "items": {
67     "type": "object",
68     "required": [
69       "id",
70       "name",
71       "type",
72       "size"
73     ],
74     "properties": {
75       "id": {
76         "type": "string",
77         "title": "Id"
78       },
79       "name": {
80         "type": "string",
81         "title": "Name"
82       },
83       "type": {
84         "type": "string",
85         "title": "Type"
86       },
87       "size": {
88         "type": "number",
89         "title": "Size"
90       }
91     }
92   }
93 }
94 }
95 }
96 }
97 }

```

▼ conversation\_started

```

1  {
2    "$schema": "http://json-schema.org/draft-07/schema#",
3    "type": "object",
4    "title": "conversation_started",
5    "required": [
6      "event_type",
7      "conversation_id",
8      "timestamp",

```

```

9     "payload"
10 ],
11 "properties": {
12     "event_type": {
13         "type": "string",
14         "title": "Event Type"
15     },
16     "conversation_id": {
17         "type": "string",
18         "title": "Conversation Id"
19     },
20     "timestamp": {
21         "type": "string",
22         "title": "Timestamp"
23     },
24     "payload": {
25         "type": "object",
26         "title": "The Payload",
27         "required": [
28             "contact_person",
29             "user",
30             "touchpoint"
31         ],
32         "properties": {
33             "contact_person": {
34                 "type": "object",
35                 "title": "contact to start the conversation with",
36                 "required": [
37                     "email"
38                 ],
39                 "properties": {
40                     "email": {
41                         "type": "string",
42                         "title": "contact email"
43                     }
44                 }
45             },
46             "user": {
47                 "type": "object",
48                 "title": "The user that initiated the chat from Talkdesk",
49                 "required": [
50                     "name"
51                 ],
52                 "properties": {
53                     "name": {
54                         "type": "string",
55                         "title": "the user name"
56                     }
57                 }
58             },
59             "touchpoint": {
60                 "type": "object",
61                 "title": "The touchpoint used to initiate the conversation",
62                 "required": [
63                     "id"
64                 ],
65                 "properties": {
66                     "id": {

```

```

67         "type": "string",
68         "title": "the touchpoint id"
69     }
70 }
71 },
72 "subject": {
73     "type": [
74         "string",
75         "null"
76     ],
77     "title": "subject on digital connect"
78 }
79 }
80 }
81 }
82 }

```

▼ conversation\_ended

```

1  {
2  "$schema": "http://json-schema.org/draft-07/schema#",
3  "type": "object",
4  "title": "conversation_ended",
5  "required": [
6      "event_type",
7      "conversation_id",
8      "timestamp"
9  ],
10 "properties": {
11     "event_type": {
12         "type": "string",
13         "title": "Event Type"
14     },
15     "conversation_id": {
16         "type": "string",
17         "title": "Conversation Id"
18     },
19     "timestamp": {
20         "type": "string",
21         "title": "Timestamp"
22     }
23 }
24 }

```