

The Wayback Machine - <https://web.archive.org/web/20220527140510/https://developers.g...>



Updates: Check the [release notes](https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/guides/release-notes?authuser=0&hl=zh-tw)

(<https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/guides/release-notes?authuser=0&hl=zh-tw>) for new features and product updates.

Events

Events let agents and users know that messages are received, read, or interacted with. Your agent sends read and typing events to approximate the human interactions that the users are used to, while users' devices automatically send events to your agent to inform it of the users' interactions with your agent's messages.

Event Types

Agents and users communicate with three types of events:

- **Message delivered (DELIVERED):** This event indicates that a message has been delivered. To users, this event appears as a delivery receipt for a specific message. The RBM platform automatically sends **DELIVERED** events when it receives messages from users. Your agent can't control these events.
- **Message read (READ):** This event indicates that a message has been opened or acknowledged. To users, this event appears as a read receipt for a specific message. It lets the user know that the agent has received the message and instills confidence that the RBM platform delivered their message.
- **Typing (IS_TYPING):** To your agent, this event indicates that a user is typing. To a user, this event appears as a typing indicator and lets them know that your agent is composing a message. The typing indicator expires after a short time (approximately 20 seconds) or when the user's device receives a new message from your agent. Your agent can send multiple **IS_TYPING** events to reset the typing indicator's expiration timer.

Agent-generated events

Your agent sends events to simulate conversational interactions and instill confidence in users' experiences with your agent.

For formatting and value options, see [phones.agentEvents](https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw)

(<https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw>)

Agent sends a READ event

The following code sends a `READ` event for a message with a matching `messageId`.

[cURLNode.js...](#)
[Java...](#)
[Python...](#)
[C#...](#)
[\(https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw\)](https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw)

```
curl -X POST "https://REGION -rcsbusinessmessaging.googleapis.com/v1/phones
-H "Content-Type: application/json" \
-H "User-Agent: curl/rcs-business-messaging" \
-H "`oauth2l header --json PATH_TO_SERVICE_ACCOUNT_KEY rcsbusinessmessag
-d "{
  'eventType': 'READ',
  'messageId': 'MESSAGE_ID'
}"
```

Agent sends an IS_TYPING event

The following code sends an `IS_TYPING` event.

[cURLNode.js...](#)
[Java...](#)
[Python...](#)
[C#...](#)
[\(https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw\)](https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/phones.agentEvents?authuser=0&hl=zh-tw)

```
curl -X POST "https://REGION -rcsbusinessmessaging.googleapis.com/v1/phones
-H "Content-Type: application/json" \
-H "User-Agent: curl/rcs-business-messaging" \
-H "`oauth2l header --json PATH_TO_SERVICE_ACCOUNT_KEY rcsbusinessmessag
-d "{
```

```
'eventType': 'IS_TYPING',  
}"
```

User-generated events

As with user messages and capability checks, your agent receives user events as JSON.

For formatting and value information, see [UserEvent](#)

(<https://web.archive.org/web/20220527140510/https://developers.google.com/business-communications/rcs-business-messaging/reference/rest/v1/UserEvent?authuser=0&hl=zh-tw>)

.

User receives agent message

```
{  
  "senderPhoneNumber": "PHONE_NUMBER",  
  "eventType": "DELIVERED",  
  "eventId": "EVENT_ID",  
  "messageId": "MESSAGE_ID",  
  "agentId": "AGENT_ID"  
}
```

User reads agent message

```
{  
  "senderPhoneNumber": "PHONE_NUMBER",  
  "eventType": "READ",  
  "eventId": "EVENT_ID",  
  "messageId": "MESSAGE_ID",  
  "agentId": "AGENT_ID"  
}
```

User starts typing

```
{
  "senderPhoneNumber": "PHONE_NUMBER",
  "eventType": "IS_TYPING",
  "eventId": "EVENT_ID", ,
  "agentId": "AGENT_ID"
}
```

User sends a text message

```
{
  "senderPhoneNumber": "PHONE_NUMBER",
  "text": "Hi",
  "eventId": "EVENT_ID",
  "agentId": "AGENT_ID"
}
```

User sends a file

```
{
  "senderPhoneNumber": "PHONE_NUMBER",
  "userFile": {
    "payload": {
      "mimeType": "image/gif",
      "fileSizeBytes": 127806,
      "fileUri": "https://storage.googleapis.com/copper_test/77ddb795-24ad-4607-
      "fileName": "4_animated.gif"
    }
  },
  "eventId": "EVENT_ID", ,
  "agentId": "AGENT_ID"
}
```

User taps a suggested reply

When a user taps a suggested reply, your agent receives an event with the reply's postback data and text.

```
{
  "senderPhoneNumber": "PHONE_NUMBER",
  "eventId": "EVENT_ID",
  "agentId": "AGENT_ID",
  "suggestionResponse": {
    "postbackData": "postback_1234",
    "text": "Hello there!"
  }
}
```

User taps a suggested action

When a user taps a suggested action, your agent receives an event with the action's postback data.

```
{
  "senderPhoneNumber": "PHONE_NUMBER",
  "eventId": "EVENT_ID",
  "agentId": "AGENT_ID",
  "suggestionResponse": {
    "postbackData": "postback_1234"
  }
}
```

Except as otherwise noted, the content of this page is licensed under the [Creative Commons Attribution 4.0 License](https://creativecommons.org/licenses/by/4.0/) (<https://web.archive.org/web/20220527140510/https://creativecommons.org/licenses/by/4.0/>), and code samples are licensed under the [Apache 2.0 License](https://www.apache.org/licenses/LICENSE-2.0) (<https://web.archive.org/web/20220527140510/https://www.apache.org/licenses/LICENSE-2.0>). For details, see the [Google Developers Site Policies](https://developers.google.com/site-policies) (<https://web.archive.org/web/20220527140510/https://developers.google.com/site-policies?authuser=0&hl=zh-tw>).

. Java is a registered trademark of Oracle and/or its affiliates.

Last updated 2021-10-26 UTC.