StaffAPI - Constants

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Visitor state

Value	Meaning
1	Browsing
2	Chat pending
3	Chatting
4	Chat ended
5	Proactive chat request sent
6	Proactive chat request declined by visitor
7	Proactive chat request accepted by visitor
8	On phone

User status

Value	Meaning
1	Online
2	Away
3	Busy
4	Invisible
5	Offline

VoIP status

Value	Meaning
1	Available
2	Private; Staff-to-staff calls only
3	Do not disturb
4	Offline

VoIP call type

Value	Meaning
1	Outbound
2	Incoming

VoIP call state

Value	Meaning
1	Calling
2	Incoming
3	Connected
4	Disconnected

Value	Meaning
5	Rejected
6	Transferred

Chat status

Value	Meaning
1	Pending
2	Active
3	Ended

Chat type

Value	Meaning
1	Normal
2	Click-to-call
3	Staff

Chat participant type

Value	Meaning
1	End user
2	Staff

Chat action types

Value	Meaning
1	Enter
2	Join
3	Observe
4	Leave

Chat message types

Value	Meaning
1	Plain text
2	URL
3	Image (URL)
4	Code

Transfer types

Value	Meaning
1	Staff: Transfer to a specific staff user
2	Staff group: Transfer to a group of staff
3	Department: Transfer to a department
4	Skill: Transfer to a group with a particular skill set

Transfer status

Value	Meaning
1	Pending
2	Accepted
3	Rejected

System event types

Value	Meaning

Value	Meaning
1	Warning
2	Error
3	Information

Ban types

Type	Meaning
1	IP: Bans a single IP address
2	Class C: Bans 255.255.255.*
3	Class B: Bans 255.255.*.*
4	Class A: Bans 255.*.*.*

Browser codes

Value	Meaning
1	Internet Explorer
2	Mozilla
3	Opera
4	Konqueror
5	Safari
6	Chrome

Search engine codes

Value	Meaning
1	Google
2	Yahoo
3	Bing
4	AOL
5	Netscape
6	Lycos
7	Go
8	HotBot
9	Excite
10	DogPile
11	dmoz
12	Ask
13	Altavista
14	alltheweb
15	CNet
16	Baidu
17	Alexa

Language codes

Value	Meaning
1	ActionScript
2	Bash
3	C#
4	C++
5	CSS
6	Delphi
7	JavaScript
8	Java

Value	Meaning
9	Perl
10	PHP
11	Plain text
12	Python
13	Ruby
14	SQL
15	Visual Basic
16	XML, XHTML, HTML

Note colors

Color Name	Identifier	Preview
Yellow	1	
Purple	2	
Blue	3	
Green	4	
Red	5	

Flag types

Color	Identifier	Preview
No Flag	0	
Purple	1	
Orange	2	
Green	3	
Yellow	4	
Red	5	
Blue	6	