

Chatwoot capabilities

Use this index to choose the Chatwoot operation family that owns your task and to interpret its AIP contract before invocation. The reviewed surface contains 150 fixed account API operations and three connector-level composites.

SECTION	Connectors
TYPE	Connector
PROTOCOL	AIP 1.0
SOURCE	docs/connectors/chatwoot/capabilities/README.md

The source-derived **capability snapshot** owns the ordered machine inventory. Focused pages own inputs, results, side effects, and task guidance; the JSON snapshot does not replace runtime discovery or the source that constructs each contract.

Catalogue identity

Property	Reviewed value
AIP source	97be86e9efedf07ecf1783b03800f683f107fb04
Pinned Chatwoot source	8818d276b954ac4f84cffd8915c99f40e43804ed
Connector profile	aip.connector.chatwoot.v1
Capability prefix	cap:chatwoot:
Catalogue operations	150
Connector composites	3
Full surface	153
Reads	62
Mutations	91
Approval required	91

A matching capability ID does not prove that a tenant may discover it. The admitted connector version, operation allowlist, tenant route, artifact, and provider revision remain part of capability identity.

Choose a family

Family	Focused page	Total	Read	Mutation	Low	Medium	High	Approval	Retry
Accounts, agents, teams, and bots	accounts-agents-teams-and-bots.md	22	8	14	8	10	4	14	8
Inboxes, integrations, and webhooks	inboxes-integrations-and-webhooks.md	21	7	14	7	9	5	14	7
Conversations and messages	conversations-and-messages.md	28	9	19	9	17	2	19	9
Contacts and companies	contacts-and-companies.md	31	14	17	14	11	6	17	14
Automation, macros, and canned responses	automation-macros-and-canned-responses.md	16	5	11	5	7	4	11	5
Labels, attributes, and filters	labels-attributes-and-filters.md	15	6	9	6	6	3	9	6
Reports, audit, and events	reports-audit-and-events.md	12	12	0	12	0	0	0	12
Customer portals	customer-portals.md	5	1	4	1	4	0	4	1
AIP composites	aip-composite-operations.md	3	0	3	0	2	1	3	1
Total		153	62	91	62	66	25	91	63

Retry means the capability contract advertises connector retry support. It does not authorize an application to repeat a call without checking Action identity, terminal state, and provider outcome.

Read a capability ID

A catalogue capability uses its exact operation suffix:

```
TEXT
cap:chatwoot:conversation.list
■          ■          ■ operation
■          ■■■■■■■■■■■ resource family
■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■ connector namespace
```

Nested resources retain each stable segment:

```
TEXT
cap:chatwoot:team.member.create
cap:chatwoot:contact.note.update
cap:chatwoot:report.inbox_label_matrix
```

The three composites use colon-separated connector-owned names:

```
TEXT
cap:chatwoot:message:create
cap:chatwoot:conversation:status
cap:chatwoot:conversation:handoff
```

Do not infer a capability from an upstream route. Use the admitted manifest or the source-derived snapshot.

Catalogue binding metadata identifies the connector, operation suffix, provider method, fixed path template, and upstream revision. The configured account is inserted by the host and is not part of the capability ID.

HTTP method and operation class

The 150-operation provider catalogue has this method split:

Provider method	Count	AIP class
GET	62	Read
POST	47	Mutation
PATCH	21	Mutation
DELETE	20	Mutation

The reviewed catalogue contains no PUT operation. The connector classifies only GET as a read. The three composites are also mutations.

Capability kind legend

Kind	Count	Included operations
Tool	150	147 catalogue operations plus three composites
Workflow	3	automation_rule.clone, macro.execute, and conversation.transcript

Provider records remain callable Tools because the native AIP resource-read surface has no Action handler. A CRUD name does not change the executable capability kind.

Risk legend

Risk is policy input, not authorization by itself.

Risk	Count	Classification
Low	62	Every catalogue GET
Medium	66	Most POST and PATCH operations plus message-create and status composites
High	25	Every catalogue DELETE, four named high-impact catalogue mutations, and handoff composite

The four non-delete high-risk catalogue operations are:

- macro.execute;
- contact.import;
- contact.export;
- inbox.webhook.register.

High risk does not mean the other mutations are reversible. Every catalogue mutation can change external customer-service state.

Approval legend

Approval is required for:

- all 88 catalogue mutations; and

- all three connector-level composites.

The 91 approval policies use the tenant-policy selector and a 900,000 ms validity window. They require:

- a reason;
- an input snapshot;
- a policy decision.

The approved record must bind the authenticated actor, tenant, capability, Action, policy hash, and exact input. Expiry or an input change requires a new decision.

Idempotency and retry legend

Contract	Catalogue reads	Catalogue mutations	Composites
Idempotency key	Optional	Required	Required
Key scope	External account	External account	External account
Collision behavior	Revalidate input hash	Revalidate input hash	Revalidate input hash
Published key TTL	86400000 ms	86400000 ms	86400000 ms
Connector retry support	Yes	No	Status only
Retry safety	Safe	Unsafe	Status safe; message and handoff unsafe

An idempotency key identifies one intent; it does not prove that an upstream Chatwoot deployment deduplicates provider requests. Reuse the same key only with the same capability, account, Action identity, and canonical input.

If a mutation response is lost after provider dispatch, preserve the same Action and key and inspect durable state. Do not create a replacement Action or repeat the provider operation automatically.

Execution legend

All 153 capabilities advertise:

Field	Value
Synchronous execution	Supported
Connector-managed asynchronous execution	Not supported
Streaming	Not supported
Cancellation	Not supported
Expected completion	Synchronous
Data sensitivity	Restricted
Contains PII	Yes
Redaction required	Yes

Catalogue contracts publish a 120,000 ms timeout hint, a 30,000 ms maximum queue-delay hint, and a 99.9% availability target. Composite hints are narrower. These values are contract metadata, not a measured deployment SLO or qualification result.

Side-effect legend

Catalogue operations declare:

- read plus external_network for GET;

- `write` plus `external_network` for every mutation.

The composites add more specific markers:

Composite	Additional side effects
<code>message:create</code>	<code>send_message</code>
<code>conversation:status</code>	None beyond write and external network
<code>conversation:handoff</code>	<code>send_message</code> and <code>identity</code>

Side-effect markers are a minimum policy signal. A generic provider mutation may still trigger notifications, automation, assignment changes, exports, or downstream webhooks.

Compensation legend

The 62 reads require no compensation. All 91 mutations declare `rollback_not_supported` and name no compensating capability.

Approval and idempotency do not make a mutation reversible. Recovery must inspect the actual Chatwoot object and use a separately authorized provider operation only when its consequences are understood.

Use the machine snapshot

``assets/capabilities.json`` contains:

- exact source and upstream revisions;
- aggregate family, method, kind, risk, approval, mutation, and retry counts;
- one ordered record for each of 153 capabilities;
- stable IDs, names, kinds, risks, provider methods and path templates;
- approval, idempotency, execution, side-effect, data, and compensation fields.

Its reviewed SHA-256 is:

```
TEXT
460f413f87b12bbc4e38e9943b6ecf9ba9192c25ee903892d4b6886ca4efa0b5
```

The asset is a source-derived review artifact. It does not prove registry admission, tenant authorization, artifact qualification, or live provider compatibility.

Choose the next page

- Use `accounts-agents-teams-and-bots.md` for account access and workforce configuration.
- Use `inboxes-integrations-and-webhooks.md` for channels and provider-side integration registration.
- Use `conversations-and-messages.md` for the customer-support lifecycle.
- Use `contacts-and-companies.md` for customer and organization records.
- Use `automation-macros-and-canned-responses.md` for reusable behavior.
- Use `labels-attributes-and-filters.md` for metadata and saved views.
- Use `reports-audit-and-events.md` for read-only operational evidence.
- Use `customer-portals.md` for help-center content.

- Use `aip-composite-operations.md` for connector-owned message, status, and handoff behavior.

Related documentation

- [Chatwoot connector overview](#)
- [Chatwoot connector configuration](#)
- [Capabilities and contracts](#)
- [Approvals and policy](#)
- [Conformance and qualification](#)