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Genesys Mobile Services API Reference

Email API Version 2

12/14/2025

Email API Version 2

Updated in 8.5.110.07

- See [Configuring Digital Channels](#) for email configuration details
- See [Email options reference](#) for the list of options available for your email service.

HTTP Method		URI		
POST		/genesys/2/email/{serviceName}		
HTTP Header		Value		
Content-Type		• multipart/form-data • application/x-www-form-urlencoded (starting in 8.5.110.07)		
Parameter Name	Sample Value	Description	Required/Optional	Comments
firstName	"John"	first name of the customer	Required	
lastName	"Doe"	last name of the customer	Required	
fromAddress	"jdoe@gmail.com"	email address of the customer	Required	
subject	"Help with account"	email subject	Required	
text	"I need help with my account"	email body as plain text	Required	
mailbox	"support@company.com"	the address to which the email is to be delivered	Optional	This value takes priority over any configured "mailbox" in the WebAPI application on Config Server
userData	key1=value1	User data — can be submitted multiple times	Optional	
userData	key2=value2	User data — can be submitted multiple times	Optional	
files		files to be attached to the email	Optional	

Parameter Name	Sample Value	Description	Required/ Optional	Comments
		Important Use the multipart/form-data Content-Type if you need to attach files. With the application/x-www-form-urlencoded Content-Type, this parameter is ignored.		

Constraints	Default Value	Configuration Parameter	Comments
Max no. of files	10	Options / email / max_files	
Max size of the content in bytes	10485760 (for 10MB) or 26214400 (for 25MB).	Options / email / max_size	
File Types	pdf,doc,txt,jpg,png,gif,bmp,zip	Options / email / file_types	If the parameter "file_types" is configured, it completely overrides the default value

Configuration Parameter	Comments
Options / email / mailbox	The address to which the email is to be delivered. If no value is set in the incoming request and if this value is set on Config Server then the Config Server value will be set to the mailbox value from the request to Email Server. If neither of these values is set, then Email Server uses its default value.
Options / email / tenant	Tenant name which has been assigned to email servers

Request

```

Content-Type: multipart/form-data;
boundary="WebKitFormBoundaryE19zNvXGzXaLvS5C"
----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="firstName"

Name
----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="lastName"

LastName
----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="fromAddress"

john@doe.com

```

```
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="subject"
```

Hi hello

```
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="text"
```

This is the text

```
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
```

Response

HTTP 200 - success

```
{
  "statusCode": 0,
  "interactionId": "0000KaA0C8XH003X"
}
```

HTTP 200 - failure (server down, network failure, etc. Try again)

```
{
  "statusCode": 1
}
```