GENESYS

Web Services API Reference

Email API

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Email API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the email portion of the Web Services API and provides guidance for developers building client applications that utilize email-related features.

Basic Email Operations	Basic Email Operations, continued
Email Resource	Reply
Accept	ReplyAll
Reject	Send
Create	Complete
Save	
Cancel	

UserData Operations	Attachment Operations
AttachUserData	AddAttachment
UpdateUserData	GetAttachment
DeleteUserData	RemoveAttachment

Special Operations

SetDisposition

AddComment

SetInFocus

Conference and Transfer Operations

Transfer