

GENESYS

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Web Services API Reference

Cancel

Cancel

This operation is part of the Email API section of the Web Services API.

Overview

Cancels an outbound reply email.

An agent can perform this operation while creating a new outbound reply email.

This operation can be performed after an agent successfully creates a Reply or ReplyAll operation.

This is typically called when the agent no longer wishes to continue work on an incomplete email.

| Request URL | /api/v2/me/emails/{emailId} |
|-------------------|-----------------------------|
| HTTP Method | POST |
| Required Features | api-multimedia |

Parameters

| Parameter | Value |
|---------------|--------|
| operationName | Cancel |

Sample

Request

```
POST on '''/me/emails/{id}'''
{
   "operationName":"Cancel"
}
```

Response

```
{
    "status": 0
`
```

COMETD Response

```
{
    "referenceId": 31,
    "notificationType": "StatusChange",
    "messageType": "EmailStateChangeMessage",
    "email": {
        "state": "Canceled",
        "id": "01QG9WAK37H38025",
        "capabilities": [
        ],
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38025"
    }
}
```