GENESYS™

Web Services API Reference

Send

5/4/2025

Send

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

Overview

Sends an outbound email.

The agent can perform this operation after creating a new outbound reply email.

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

Parameters

Parameter	Value
operationName	Send
queueName	The job queue for handling the send operation. (required)
email	Specified data with email parameters. (required)
saveLAR	Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional)

Email Parameters

Parameter	Value
subject	A summary of the text.
bodyAsPlainText	The actual message to send. Plain text body
body	The actual message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
to	One or more target email addressses. (required)
from	The email's displayed address or origin. (requered)
cc	The address you would like "copied" to the email. When there are multiple addresses, they must be comma delimited. (optional)

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Parameter	Value
bcc	The address you would like "blind copied" to the email. When there are multiple addresses, they must be comma delimited. (optional)

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
 {
     "operationName": "Send",
     "queueName": "Forwarde-mails",
     "email": {
         "body": "Feelslikegood.",
         "to": [
             "qwerty@gplus-w2k3-gf80",
             "bruce.one@witcher.xyz"
         ],
         "from": "GWS@gplus-w2k3-gf80",
         "subject": "HelloEmail"
     }
 }
```

or

```
POST api/v2/me/emails/0071023821aec011
 {
     "operationName": "Send",
     "queueName": "Forwarde-mails",
     "email": {
         "body": "Feelslikegood.",
         "to": [
             "qwerty@gplus-w2k3-gf80",
             "bruce.one@witcher.xyz"
         ],
         "cc": [
             "alan.key@bestbuy.com"
         ],
         "bcc": [
             "brad.johnson@bestbuy.com"
         ],
         "from": "GWS@gplus-w2k3-gf80",
         "subject": "HelloEmail"
     }
 }
```

Response

```
{
  "statusCode": 0
}
```

Notification

Here are the list of notifications received after send new message

Notification with new message

```
{
    "referenceId": 26,
    "notificationType": "StatusChange",
    "messageType": "EmailStateChangeMessage",
    "email": {
        "body": "Feelslikegood.",
        "userData": {
            "DISP_KEY": "resolved",
            "UserData2": 123456789,
            "UserData1": "DATA1"
        },
        "from": "GWS@gplus-w2k3-gf80",
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38024",
        "capabilities": [
        ],
        "to": [
            "qwerty@gplus-w2k3-gf80",
            "bruce.one@witcher.xyz"
        ],
        "state": "Sent",
        "mime": "text/html",
        "id": "01QG9WAK37H38024",
        "subject": "HelloEmail"
    }
}
```