

GENESYS

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Web Services API Reference

Email API

4/13/2025

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
UserData Operations 	AddAttachment
UserData Operations	

Special Operations SetDisposition Transfer AddComment SetInFocus

Conference and Transfer Operations