



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Accept

5/5/2025

Accept

This operation is part of the [Email API](#) section of the [Web Services API](#).

Overview

Accepts the email.

The agent can perform this operation after a new email invitation arrives. Accepting an email allows the agent to start working on it.

An agent ([User](#)) can either [accept](#) or [reject](#) a new email invitation.

Accepting the invitation associates the email with the agent. This association or "ownership" continues until that agent performs a [Complete](#), [Transfer](#), or "Re-direct" action on the interaction.

A successful request results in an empty HTTP 200 response. In most cases, the true response arrives on the [CometD](#) topic (channel) [/v2/me/interactions/](#).

Notifies the service of the agent's acceptance of an interaction invitation.

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

Parameters

Parameter	Value
operationName	Accept
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)

Sample

Request

HTTP POST [/api/v2/me/emails/JFWEIOF421](#)

Accept

```
{
  "operationName": "Accept"
}
```

Response

Success

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

CometD Response

```
{
  "referenceId": 2,
  "notificationType": "StatusChange",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary=====1990376455==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 12: 22: 18+0200",
      "_AttachmentsSize": "0",
      "_AutoReplyCount": 0,
      "RTargetObjSelDBID": "114",
      "Header_MIME-Version": "1.0",
      "Mailbox": "GWS@gplus-w2k3-gf80.emea.int.genesyslab.com",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "0000Wa9CAM6W018X",
      "RTargetAgentSelected": "12345",
      "CBR-IT-path_DBIDs": "",
      "RTargetAgentGroup": "E-maildistributionforprocessing",
      "RTargetRuleSelected": "",
      "FromPersonal": "",
      "RTargetPlaceSelected": "a1",
      "_AttachmentFileNames": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "Origination_Source": "Email",
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "785",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
      "ServiceObjective": 0,
      "Header_Message-ID": "<jrjbxh4xazm2xo3.110320141222@192.168.67.43>",
      "PegAGE-maildistributionforprocessing": 1,
      "RTargetRequested": "E-maildistributionforprocessing",
      "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    }
  }
}
```

```
        "RStrategyName": "SimpleEmailInStrategy",
        "Subject": "Test_V2"
    },
    "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    "contactId": "0000Wa9CAM6W018X",
    "capabilities": [
        "Reply",
        "ReplyAll",
        "Transfer",
        "AddComment",
        "AttachUserData",
        "UpdateUserData",
        "DeleteUserData",
        "SetDisposition",
        "SetInFocus",
        "Complete"
    ],
    "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG0325N",
    "to": [
        "GWS@gplus-w2k3-gf80"
    ],
    "state": "Processing",
    "revelantResponseTemplateGroups": [
    ],
    "id": "00012a9HEEG0325N",
    "subject": "Test_V2"
}
}
```

Item	Description
data	The element containing all key data.
messageType	Denotes the category of message.
notificationType	Denotes the purpose of the notification.
uri	Denotes the location of the resource.
email	The element containing all email specific data.