

# **GENESYS**

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#### Web Services API Reference

**Email API** 

4/3/2025

### 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