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Web Services API Reference

Reject

12/14/2025

Reject

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

Overview

Rejects the interaction.

The agent can perform this operation after a new interaction invitation arrives. Rejecting an interaction allows an agent to work on a different interaction.

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

A successful request results in an empty HTTP 200 response and the email will be presented to another agent.

Overview

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	Reject

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Reject"
}
```

Response

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

CometD Response

```
{
  "referenceId": 5,
  "notificationType": "StatusChange",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary=====2061846951==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 14: 05: 09+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": "<zelb2cv3w25cwdh.110320141405@192.168.67.43>",
      "PegAGE-maildistributionforprocessing": 1,
      "RTargetRequested": "E-maildistributionforprocessing",
      "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
      "RStrategyName": "SimpleEmailInStrategy",
      "Subject": "Test_V2"
    },
    "state": "Completed",
    "id": "00012a9HEEG033EC",
    "capabilities": [
  ],
    "uri": "http://localhost:8080/api/v2/email/00012a9HEEG033EC"
  }
}
```

Reject

```
}  
}
```

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.