Web Services API Reference

Email Resource

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Email Resource

Contents

The email resource contains information about the email interaction, including its state, from and to fields, subject and so on. Email interactions are returned from GET requests to **/api/v2/me/ emails?fields=***.

Sample Data

```
{
    "id": "FEWOIFWJ3243224",
    "state": "Processing",
    "uri": "/api/v2/me/emails/FEWOIFWJ3243224",
    "contactId": "HIFEW879",
    "from": "customerservice@genesys.com",
    "to": [
        "bruce.wayne@wayneenterprises.com",
        "damian.wayne@wayneenterprises.com"
    ],
    "cc": [
        "selena.kyle@cats.com",
        "harley.quinn@arkhamasylum.gov"
    ],
    "bcc": [
        "edward.nigma@questions.com",
        "harvey.dent@gotham.gov"
    ],
    "subject": "Customer Service"
    "body": "",
    "mime": "",
    "bodyAsPlainText" : ""
    "attachments": [
        {
            "id": "",
            "name": "",
            "size": "",
            "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
            "mime": ""
        },
        {
            "id": "",
            "name": "",
            "size": "",
            "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
            "mime": ""
        }
    ],
    "capabilities": [
        "Reply", "ReplyAll", "Save", "Complete", "Transfer", "Send"
    ],
    "userData": [
        "key": "value",
        "key": "value"
    ]
}
```

Resource Details

Field	Description
id	An email interaction's unique identification.
state	The email's current state. Possible values are: • Invited (Inbound) • Processing (Inbound) • Composing (Outbound) • Completed
contactId	A unique identifier for a contact record within Universal Contact Server (UCS).
from	The address where the email originated from.
to	An array of recipient email address.
cc	An array of recipient carbon copy addresses.
bcc	An array of recipient blind carbon copy addresses (hidden cc).
subject	A summary or title of the email.
bodyAsPlainText	A plain text body.
body	This element contains data related to the email's content.
mime	The mime type of body. Web Services doesn't support the **text/plain** type.
attachments	An array of attachment elements containing the email's attachment data.
capabilities	This shows operations that are possible given the last successful completed API action. For example, after a successful Accept operation, the possible actions are: • Create • Reply • ReplyAll • Complete The possible valid values are all email-related API actions.
userData	This is a map of custom values that do not always belong within the email element itself.