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Web Services API Reference

SetDisposition

SetDisposition

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

Overview

Sets the disposition for the specified email using the provided parameters.

It is processed by updating the key in the user data.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the email disposition.
dispositionKey	An optional string value to be used for the userdata key to denote chat disposition. If not specified, the disposition key configured for the server will be used.

Sample

Request

```
POST api/v2/me/emails/0000Na9B26EF003M
{
  'operationName': 'SetDisposition',
  'dispositionKey': 'DispositionCode',
  'disposition': 'IssueResolved'
}
```

Response

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

```
}
```

Notification

Message for Processing (Invited) email

```
{
  "referenceId": 10,
  "notificationType": "PropertiesUpdated",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary="=====0439449828==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 10: 21: 56+0200",
      "_AttachmentsSize": "0",
      "_AutoReplyCount": 0,
      "RTargetObjSelDBID": "114",
      "DISP_KEY": "resolved",
      "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": "<ui4y wz6iz7enolp.110320141021@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",
    ]
  }
}
```

SetDisposition

```
        "AttachUserData",
        "UpdateUserData",
        "DeleteUserData",
        "SetDisposition",
        "SetInFocus",
        "Complete"
    ],
    "uri": "http://localhost:8080/api/v2/email/00012a9HEEG03006",
    "to": [
        "GWS@gplus-w2k3-gf80"
    ],
    "state": "Processing",
    "revelantResponseTemplateGroups": [
    ],
    "id": "00012a9HEEG03006",
    "subject": "Test_V2"
}
}
```

Message for Composing (Created) email

```
{
  "referenceId": 38,
  "notificationType": "PropertiesUpdated",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "DISP_KEY": "resolved"
    },
    "state": "Composing",
    "id": "01QG9WAK37H38024",
    "capabilities": [
      "Cancel",
      "Send",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Transfer"
    ],
    "uri": "http://localhost:8080/api/v2/email/01QG9WAK37H38024"
  }
}
```