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# Web Services API Reference

Interactions API

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# Interactions API



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An **interaction** represents activity on a particular channel, and thus is very tightly coupled with **Channels**. Activity in this case records not just the name of the action, but all of the relevant data as well such as the reply text of an email or even a reply e-mail's **Attachments** (or Documents). An Interaction can be associated with other Interactions through the `parentInteractionId` (also seen as `parentId`) attribute.

See the following topics for details about the Interactions API:

- [Interactions API Operations](#)
- [Interactions on E-mail Channel](#)
- [Interactions on Chat Channel](#)