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Web Services API Reference


Interactions On E-mail Channel

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Interactions On E-mail Channel

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Operations

The following operations are available on **me/interactions/{interaction_id}**:

Operation Name	HTTP Operation	Description	Type	Permissions
Accept	POST	This operation can be performed after a new interaction notification arrives. Accepting an interaction allows Agents to start working on it.	E-mail Specific	Agent
Reject	POST	This operation can be performed after a new interaction notification arrives. Rejecting an interaction allows an Agent the opportunity to work on a different one.	General Interaction	Agent
Reply	POST	This operation can be performed after a new e-mail interaction has been accepted.	E-mail Specific	Agent
ReplyAll	POST	This operation can be performed after a new e-mail interaction has been accepted.	E-mail Specific	Agent
Forward	POST	This operation can be performed after a new e-mail interaction has been accepted.	E-mail Specific	Agent

Operation Name	HTTP Operation	Description	Type	Permissions
CancelReply	POST	This operation can be performed to cancel an outbound e-mail.	E-mail Specific	Agent
Send	POST	This operation can be performed to send an outbound e-mail.	E-mail Specific	Agent
Transfer	POST	This operation can be performed while working on an interaction. The interaction can be transferred to another agent or to a group of agents associated with a skill.	General Interaction	Agent
StopProcessing	POST	This operation can be performed after an agent has finished working on an interaction.	General Interaction	Agent
PlaceInQueue	POST	This operation can be performed on an interaction to continue processing by another process.	General Interaction	Agent

Accept

This operation can be performed after a new Interaction invitation notification arrives. It is essentially one of two options an agent (**User**) has regarding an Interaction invitation: accepting it or **rejecting** it. Choosing this action will associate the Interaction to the agent. This association or "ownership" will continue until that agent performs a Complete, Transfer, or Re-direct action on the aforementioned Interaction. A successful request will result in an empty http-200 response. The true response will arrive on the cometd topic (channel) /me/interactions/

Please refer to **E-mail Accepted** for details on the actual response.

HTTP Request

POST on **/me/interaction/{id}**

```
{
  "operationName": "Accept"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

Cometd Response

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "channel": "email",
  "email_object" {
    "ToAddress": "to-address",
    "FromAddress": "from-address",
    "CCAddresses": "cc-addresses",
    "Subject": "subject-of-the-email-in-string-representation",
    "Text": "text-of-email-as-text",
    "StructuredText": "text-of-email-formatted",
    "MimeType": "mime-type-of-text",
    "StructuredTextMimeType": "mime-type-of-structuredtext",
    "TheComment": "notes-on-interaction",
    "ContactID": "contactid-mapped-to-sender",
    "attachments": [{
      "id": "attachmentId",
      "name": "attachment-name",
      "size": "attachment-size",
      "mimetype": "attachment-mime-type"
    },
    ...
  ]
},
  "interactionType": "Email",
  "interactionSubType": "InboundNew",
  "userData": "complete-map-of-user-data-excluding-binary-values",
  "currentQueue": "value-of-attr_itx_queue",
  "inQueues": "value-of-attr_in_queues",
  "outQueues": "value-of-attr_out_queues",
  "receivedAt": "value-of-attr_itx_received_at",
  "state": "Accepted",
  "capabilities": ["Transfer", "Reply", "ReplyAll", "StopProcessing", "PlaceInQueue", "PlaceInWorkbin", "UpdateProperties"]
}
```

Reply

This operation can be performed after an agent (**User**) has **Accepted** an e-mail interaction. A Reply operation creates an interaction in Interaction Server and Universal Contact Server (UCS). The

operation is asynchronous, meaning that cometD notification will be sent upon successful completion of the operation (see [E-mail Reply Created](#)). The newly-created interaction will have:

- ToAddress equal to ReplyToAddress-from-original-email
- FromnAddress equal to ToAddress-from-original-Email
- Subject equal to subjectPrefix+original-email-subject
- The body will be empty unless quoteOriginal is set to true and will be pre-pended by replyToStartLine and modified with indentCharacter, if present

HTTP Request

POST on **/me/interactions/{id}**

```
{
  "operationName": "Reply",
  "subjectPrefix": "prefix-to-add-to-copy-of-subject-from-inbound-email (optional)",
  "replyToStartLine": "line-to-add-before-quoting-original-text (optional)",
  "indentCharacter": "indent-character-to-add-before-each-newline-of-original-text (optional)",
  "quoteOriginal": "boolean-to-tell-whether-to-add-original-text",
  "queueName": "name-of-the-queue-where-to-place-interaction-while-agent-is-composing-it"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```

Cometd Response

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "channel": "email",
  "email_object" {
    "ToAddress": "to-address",
    "FromAddress": "from-address",
    "CCAddresses": "cc-addresses",
    "Subject": "subject-of-the-email-in-string-representation",
    "Text": "text-of-email-as-text",
    "StructuredText": "text-of-email-formatted",
    "MimeType": "mime-type-of-text",
    "StructuredTextMimeType": "mime-type-of-structuredtext",
  },
  "interactionType": "Email",
  "interactionSubType": "OutboundReply",
}
```

```
"receivedAt:value-of-attr_itx_received_at
"state":"ReplyCreated",
"capabilities":["Cancel","Send","PlaceInWorkbin","UpdateProperties","LinkAttachment"]
}
```

ReplyAll

This operation can be performed after an agent (**User**) has **accepted** an e-mail interaction. The ReplyAll operation creates an interaction in Interaction Server and UCS. The operation is asynchronous, meaning that cometD notification will be sent upon successful completion of operation (see **E-mail Reply Created**). The newly-created e-mail interaction will have:

- ToAddress equal to ReplyToAddress-from-original-email
- CCAddresses equal to CCAddresses-from-original-email
- FromAddress equal to ToAddress-from-original-Email
- Subject equal to subjectPrefix+original-email-subject
- The body will be empty unless quoteOriginal is set to true and will be pre-pended by replyToStartLine and modified with indentCharacter, if present

HTTP Request

POST on **/me/interactions/{id}**

```
{
"operationName":"ReplyAll",
"subjectPrefix":prefix-to-add-to-copy-of-subject-from-inbound-email (optional),
"replyToStartLine":line-to-add-before-quoting-original-text (optional),
"indentCharacter":indent-character-to-add-before-each-newline-of-original-text (optional),
"quoteOriginal":boolean-to-tell-whether-to-add-original-text -- default is true
"queueName":name-of-the-queue-where-to-place-interaction-while-agent-is-composing-it
}
```

HTTP Response

Success

```
{
"status":"ok",
"replyInteractionId":interactionId
}
```

Failed

```
{
"status":"error",
"errorDescription":details
}
```

Cometd Response

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "channel": "email",
  "email_object" {
    "ToAddress": "to-address",
    "FromAddress": "from-address",
    "CCAddresses": "cc-addresses",
    "Subject": "subject-of-the-email-in-string-representation",
    "Text": "text-of-email-as-text",
    "StructuredText": "text-of-email-formatted",
    "MimeType": "mime-type-of-text",
    "StructuredTextMimeType": "mime-type-of-structuredtext",
  },
  "interactionType": "Email",
  "interactionSubType": "OutboundReply",
  "receivedAt": "value-of-attr_itx_received_at",
  "state": "ReplyCreated",
  "capabilities": ["Cancel", "Send", "PlaceInWorkbin", "UpdateProperties", "LinkAttachment"]
}
```

Forward

This operation can be performed after an agent (**User**) has **Accepted** an e-mail interaction. The only difference between the Forward action and the **Reply** action is that Forward sends an e-mail to an e-mail address that is provided by an Agent. This should not be confused with the **Transfer** operation, where the owner of the interaction changes.

HTTP Request

POST on **/me/interaction/{id}**

```
{
  "operationName": "Forward"
}
```

HTTP Response

Success

```
{
  "status": "ok",
  "replyInteractionId": "interactionId"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```


Send

This operation is used to send the contents of the e-mail that an agent has created.

HTTP Request

POST on **/me/interactions/{id}**

```
{
  "operationName": "Send",
  "queueName": "queue-name-to-place-interaction-in",
  "email_object": {
    "toAddress": "to-address",
    "subject": "email-subject",
    "text": "text-of-email",
    "fromAddress": "from-address",
    "ccAddress": "cc-addresses", //optional
    "bccAddress": "bcc-addresses" //optional
  }
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```

CancelReplyEmail

This operation can be performed after a client successfully completes a create **reply** or **reply all** operation. This is typically called after an agent is finished writing the contents of the reply e-mail.

HTTP Request

POST on **/me/interactions/{id}**

```
{
  "operationName": "CancelReplyEmail"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

CreateEmail

This operation can be performed to create a new interaction of type email. The new interaction will come to the agent via the cometD notification described in [E-mail Reply Created](#).

HTTP Request

POST on **/me/interactions/**

```
{
  "operationName": "CreateEmail",
  "queueName": name-of-queue-where to store the interaction,
  "interactionType": type of the interaction to be created (e.g. Outbound),
  "interactionSubType": subtype of the interaction to be created (e.g. OutboundNew)
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

See also:

- [Interactions on E-mail Channel Notifications](#)
- [Interaction Notifications](#)