



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Attachments API

12/15/2025

Attachments API

A Web Services attachment is the same as an e-mail attachment. In PSDK terms, an attachment is simply a document. Attachments are associated with one Interaction, while one Interaction can own many Attachments.

Important

These operations are not for AJAX, but should be performed as regular HTTP requests.

Operations

The following operations are supported on **/me/interactions/{id}/attachments**:

HTTP Operation	Description	Output	Permissions
POST	Creates a new Attachment and associates it with an Interaction. Note: The file should be bound to the 'attachment' variable.	<code>{"statusCode":0,"documentId":"00009a8T8Y13002S"}</code>	Agent

The following operations are supported on **/me/interactions/{id}/attachments/{attachmentId}**:

HTTP Operation	Description	Output	Permissions
GET	Returns an Attachment, given an attachmentId (documentId).	Output will be byte content of the attachment, with MimeType set accordingly	Agent
DELETE	Deletes an Attachment, given an attachmentId (documentId).	<code>{"statusCode":0}</code>	Agent