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# Web Services API Reference

Interactions API

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# Interactions API

An **interaction** represents the activity on a particular channel, and thus is very tightly coupled with **Channels**. Activity in this case records the name of the action, and all relevant data (such as the reply text of an email or 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](#)