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# Web Services API Reference

## Interactions On E-mail Channel Notifications

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# Interactions On E-mail Channel Notifications

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To begin receiving e-mail channel-related notifications from the System through the cometd topics (CometD channels), an agent needs to set his agent status for the e-mail channel to Ready. He then needs to subscribe to the **/me/interactions** CometD topic and listen. To prevent the System from sending more e-mail interaction notifications, the agent needs to set his e-mail channel state to NotReady.

When an agent sets his status for the e-mail channel to Ready, the following notifications may occur:

### New E-mail Interaction

This notification invites an agent to either **Accept** or **Reject** an incoming e-mail interaction.

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "channel": "email",
  "email_object" {
    "subject": "subject-of-the-email-in-string-representation",
    "interactionId": "unique id of email interaction"
  },
  "interactionType": "Email",
  "interactionSubType": "InboundNew",
  "userData": "complete-map-of-user-data-excluding-binary-values",
  "currentQueue": "value-of-attr_itx_queue",
  "state": "Invited",
  "capabilities": ["Accept", "Reject"]
}
```

**messageTypeName**—denotes the type of CometD notification. This is a fixed value. It will always be InteractionStateMessage.

**id**—the interaction's unique identifier.

**channel**—fixed value. This will always be email.

**email\_object**—contains e-mail related data.

- **subject**—the e-mail's topic.

**state**—identifies the interaction's current state. This is a fixed value. It will always be Invited.

**capabilities**—this array displays possible operations that may occur after this operation.

### E-mail Revoked

After a predetermined period of agent inactivity, this notifies the agent that the System has removed an e-mail interaction from him or her.

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "channel": "email",
  "email_object" {
    "subject": "subject-of-the-email-in-string-representation"
  },
  "state": "Revoked",
  "capabilities": []
}
```

## E-mail Accepted

After an agent performs an **Accept**, the following message will be sent via CometD.

```
{
  "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"]
}
```

## E-mail Reply Created

After an Agent performs either **Reply** or **ReplyAll**, the following message will be sent via CometD.

---

```
{
  "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"]
}
```