GENESYS™

API Reference

E-mail Interactions

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Contents

E-mail Interactions

Purpose

Provides information for e-mail address and interaction management.

E-mail Address

E-Mail Address Fields

Field	Type	Required	Description
address	string	yes	The e-mail address.
personal	string	no	The personal part of the e-mail address, for instance, a displayable such as a localized name.

Inbound E-mail

Inbound e-mails are e-mail interactions which are received by the application or the Genesys Solution.

E-mail In

Field	Type	Required	Description
Inbound-specific fields			
from	E-mail Address	no	The sender's e-mail address.
reply_to	E-mail Address	no	The address used to reply.
to	E-mail Address[]	no	The list of recipient addresses, as an array of e-mail addresses.
cc	E-mail Address[]	no	The list of addresses for copied recipients, as an array of e-mail addresses.
sent_date	date/time	no	The UTC<ref name="iso8601">Wikipedia ISO 8601</ref> date/

Field	Type	Required	Description
			time at which the e-mail was sent.
Common Interaction fields			
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: • 0-NEW • 1-PENDING • 2-IN_PROCESS • 3-STOPPED
entity_type	integer	yes	Possible types: • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT • 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the interaction (e.g. inbound, outbound, etc.)
sub_type	string	no	The application-specific subtype which further classifies the attribute "type".
media_type	string	yes	The media type of the interaction: • voice • email • chat • callback • and so on.
parent_id	string	no	The ID of the parent interaction, if

Field	Type	Required	Description
			applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	The UTC time of the interaction's creation, using the ISO 8601 representation<ref name="iso8601">http://en.wikipedia.o wiki/ISO_8601</ref>: [YYYY]-[MM]- [DD]T[HH]:[mm]:[ss].[SSS]Z
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation<ref name="iso8601" />: [YYYY]-[MM]- [DD]T[HH]:[mm]:[ss].[SSS]Z
timeshift	integer	no	The number of minutes to add to or to substract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	Boolean	no	True if child interactions can be added. 💡 Default value is true.

Field	Type	Required	Description
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref name="mime">http://www.iana.org/assignments/media-types</ref> for the structured text, if specified (e.g. text/html). Mandatory if the parameter "structured_text" is specified.
binary_content	url	no	The URL of the the interaction's binary content..
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime">http://www.iana.org/assignments/media-types</ref> for the binary content, if specified (e.g. text/html).
binary_content_size	integer	yes if binary_content	The size of the binary content in bytes. Mandatory if the parameter "binary_content" is specified.
udata	hash	no	A hash of key value pairs for the user data attached to the interaction.

Outbound E-mail

Outbound e-mails are e-mail interactions which are sent from the application or from the Genesys

Solution.

E-mail Out

Field	Type	Mandatory	Description
Outbound-Specific fields			
from	E-mail Address	no	The sender's e-mail address.
reply_to	E-mail Address	no	The e-mail address used to send a reply.
to	E-mail Address[]	no	The list of recipient addresses, as an array of e-mail addresses.
cc	E-mail Address[]	no	The list of addresses for copied recipients, as an array of e-mail addresses.
bcc	E-mail Address[]	no	The list of addresses for blind-copied recipients, as an array of e-mail addresses.
sent_date	date/time	no	The UTC<ref>http://en.wikipedia.org/wiki/ISO_8601</ref> date/time at which the e-mail was sent.
reference_id	integer	no	Contains the external identifier (message ID) of the parent interaction.
reviewer_id	integer	no	The application-specified ID of the Person who reviewed the e-mail.
standard_response_id	string	no	The ID of the standard response item from which this e-mail was generated.
Common Interaction fields			
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: • 0-NEW • 1-PENDING • 2-IN_PROCESS

Field	Type	Mandatory	Description
			• 3-STOPPED
entity_type	integer	yes	Possible types: • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT • 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the interaction (e.g. inbound, outbound, etc.)
sub_type	string	no	The application-specific subtype which further classifies the attribute "type".
media_type	string	yes	The media type of the interaction: • voice • email • chat • callback • and so on.
parent_id	string	no	The ID of the parent interaction, if applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in

Field	Type	Mandatory	Description
			the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	The UTC time of the interaction's creation, using the ISO 8601 representation<ref name="iso8601">http://en.wikipedia.o wiki/ISO_8601</ref>: `[YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z`
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation<ref name="iso8601" />: `[YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z`
timeshift	integer	no	The number of minutes to add to or to substract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	Boolean	no	True if child interactions can be added. 💡 Default value is `true`.
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref

Field	Type	Mandatory	Description
			name="mime">http://www.iana.org/assignments/media-types</ref> for the structured text, if specified (e.g. text/html). Mandatory if the parameter "structured_text" is specified.
binary_content	url	no	The URL of the the interaction's binary content..
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime">http://www.iana.org/assignments/media-types</ref> for the binary content, if specified (e.g. text/html).
binary_content_size	integer	yes if binary_content	The size of the binary content in bytes. Mandatory if the parameter "binary_content" is specified.
udata	hash	no	A hash of key value pairs for the user data attached to the interaction.