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API Reference

E-mail Interactions

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E-mail Interactions

Purpose

Provides information for email address and interaction management.

E-mail Address

E-Mail Address Fields

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

Inbound E-mail

Inbound emails are email 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 email 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 email addresses.
cc	E-mail Address[]	no	The list of addresses for copied recipients, as an array of email addresses.
sent_date	date/time	no	The UTC Wikipedia ISO 8601 date/time at which the email was sent.
Common Interaction fields			

Field	Type	Required	Description
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: <ul style="list-style-type: none">• 0-NEW• 1-PENDING• 2-IN_PROCESS• 3-STOPPED
entity_type	integer	yes	Possible types: <ul style="list-style-type: none">• 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 (such as 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: <ul style="list-style-type: none">• 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

Field	Type	Required	Description
			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 : [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 : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z
timeshift	integer	no	The number of minutes to add to or to subtract from the specified UTC ISO 8601 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. <div>Important Default value is true.</div>
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction

Field	Type	Required	Description
			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 for the structured text, if specified (such as 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 for the binary content, if specified (such as 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 emails are email 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 email address.
reply_to	E-mail Address	no	The email address used to send a reply.
to	E-mail Address[]	no	The list of recipient addresses, as an array of email addresses.

Field	Type	Mandatory	Description
cc	E-mail Address[]	no	The list of addresses for copied recipients, as an array of email addresses.
bcc	E-mail Address[]	no	The list of addresses for blind-copied recipients, as an array of email addresses.
sent_date	date/time	no	The UTC<ref> http://en.wikipedia.org/wiki/ISO_8601 </ref> date/time at which the email 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 email.
standard_response_id	string	no	The ID of the standard response item from which this email 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: <ul style="list-style-type: none"> • 0-NEW • 1-PENDING • 2-IN_PROCESS • 3-STOPPED
entity_type	integer	yes	Possible types: <ul style="list-style-type: none"> • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT • 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE

Field	Type	Mandatory	Description
			<ul style="list-style-type: none"> 7-INTERACTION (open media)
type	string	yes	The type of the interaction (such as inbound, outbound, etc.)
sub_type	string	no	The application-specific subtype which further classifies the attribute "type".
media_type	string	yes	<p>The media type of the interaction:</p> <ul style="list-style-type: none"> 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 the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	<p>The UTC time of the interaction's creation, using the http://en.wikipedia.org/wiki/ISO_8601 representation:</p> <p>[YYYY] - [MM] - [DD]T[HH] : [mm] : [ss] . [SSS]Z</p>

Field	Type	Mandatory	Description
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation: [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z
timeshift	integer	no	The number of minutes to add to or to subtract from the specified UTC 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 for the structured text, if specified (such as 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 for the binary content, if specified (such as text/html).
binary_content_size	integer	yes if binary_content	The size of the binary content in bytes. Mandatory if the parameter

Field	Type	Mandatory	Description
			"binary_content" is specified.
udata	hash	no	A hash of key value pairs for the user data attached to the interaction.