



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

Complete

12/14/2025

Complete

This operation is part of the [Email API](#) section of the [Web Services API](#).

Overview

The agent performs this operation once finished working on the email.

This operation ends the agent's ownership of the interaction.

This operation can be performed after an agent has finished working on an email.

The agent can perform this operation after [accepting](#) the email invitation.

If queueName is specified, the email will be placed in the specified queue.

Request URL	/api/v2/me/emails/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Complete
queueName	The name of the queue where where Web Services should place this email interaction. (optional)
saveLAR	Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional)

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Complete"
}
```

Complete

or

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

```
{
  "statusCode": 0
}
```

Notification

```
{
  "referenceId": 27,
  "notificationType": "StatusChange",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary="=====0439449828==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 10: 21: 56+0200",
      "AttachmentsSize": "0",
      "AutoReplyCount": 0,
      "RTargetObjSelDBID": "114",
      "DISP_KEY": "resolved",
      "Header_MIME-Version": "1.0",
      "Mailbox": "GWS@gplus-w2k3-gf80.emea.int.genesyslab.com",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "0000Wa9CAM6W018X",
      "RTargetAgentSelected": "12345",
      "CBR-IT-path_DBIDs": "",
      "RTargetAgentGroup": "E-maildistributionforprocessing",
      "RTargetRuleSelected": "",
      "FromPersonal": "",
      "UserData2": "DATAUPDATE-@123",
      "RTargetPlaceSelected": "a1",
      "AttachmentFileNames": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "Origination_Source": "Email",
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "785",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
      "ServiceObjective": 0,
      "Header_Message-ID": "<ui4y wz6iz7enolp.110320141021@192.168.67.43>",
      "PegAGE-maildistributionforprocessing": 1,
    }
  }
}
```

```
    "RTargetRequested": "E-maildistributionforprocessing",
    "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    "RStrategyName": "SimpleEmailInStrategy",
    "Subject": "Test_V2"
  },
  "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
  "contactId": "0000Wa9CAM6W018X",
  "capabilities": [

  ],
  "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
  "to": [
    "GWS@gplus-w2k3-gf80"
  ],
  "state": "Completed",
  "revelantResponseTemplateGroups": [

  ],
  "id": "00012a9HEEG030Q6",
  "subject": "Test_V2"
}
}
```