



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

CometD notifications

5/9/2025

CometD notifications

You can subscribe to the **/v2/me/emails** topic to receive **CometD** notifications for the Email API. This topic provides messages related to emails, including changes to email state and updates to email data. It supports the following message types:

- **EmailStateChangeMessage**

EmailStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case EmailStateChangeMessage.
data.notificationType	<p>This property further identifies the type of notification and can have one of the following values:</p> <ul style="list-style-type: none">• StatusChange — The status of the email has changed.• PropertiesUpdated — The email data has changed.• EmailSaved — The email has been saved.• AttachmentAdded — The attachment has been added to the email.• AttachmentRemoved — The attachment has been removed from the email.• Error — This is sent when an operation on the email resource fails.
data.email	An email resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
  "data":{
    "referenceId":2,
    "notificationType":"StatusChange",
    "messageType":"EmailStateChangeMessage",
```

```
"email":{
  "userData":{
    "Header_Content-Type":"multipart/mixed;boundary="=====1990376455==",
    "RTargetTypeSelected":"2",
    "RTargetObjectSelected":"E-maildistributionforprocessing",
    "_ContainsAttachment":"false",
    "CBR-actual_volume":"",
    "RVQID":"",
    "To":"GWS@gplus-w2k3-gf80",
    "Header_Date":"Tue,11Mar201412: 22: 18+0200",
    "_AttachmentsSize":"0",
    "_AutoReplyCount":0,
    "RTargetObjSelDBID":"114",
    "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":"",
    "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":"<jrjbxh4xazm2xo3.110320141222@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":[
    "Reply",
    "ReplyAll",
    "Transfer",
    "AddComment",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetDisposition",
    "SetInFocus",
    "Complete"
  ],
  "uri":"http://localhost:8080/api/v2/email/00012a9HEEG0325N",
  "to":[
    "GWS@gplus-w2k3-gf80"
  ],
  "state":"Processing",
  "revelantResponseTemplateGroups":[]
}
```

```
    ],  
    "id": "00012a9HEEG0325N",  
    "subject": "Test_V2"  
  }  
}
```