



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

Reject

5/5/2025

# Reject

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

## Overview

Rejects the interaction.

The agent can perform this operation after a new interaction invitation arrives. Rejecting an interaction allows an agent to work on a different interaction.

An agent ([User](#)) can either [accept](#) or [reject](#) a new email invitation.

A successful request results in an empty HTTP 200 response and the email will be presented to another agent.

## Overview

Notifies the service of the agent's acceptance of an interaction invitation.

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

## Parameters

| Parameter     | Value  |
|---------------|--------|
| operationName | Reject |

## Sample

### Request

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

---

## Response

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

## CometD Response

```
{
  "referenceId": 5,
  "notificationType": "StatusChange",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary=====2061846951==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 14: 05: 09+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": "<zelb2cv3w25cwdh.110320141405@192.168.67.43>",
      "PegAGE-maildistributionforprocessing": 1,
      "RTargetRequested": "E-maildistributionforprocessing",
      "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
      "RStrategyName": "SimpleEmailInStrategy",
      "Subject": "Test_V2"
    },
    "state": "Completed",
    "id": "00012a9HEEG033EC",
    "capabilities": [
  ],
  "uri": "http://localhost:8080/api/v2/email/00012a9HEEG033EC"
}
```

---

Reject

---

```
}  
}
```

| Item             | Description                                     |
|------------------|-------------------------------------------------|
| data             | The element containing all key data.            |
| messageType      | Denotes the category of message.                |
| notificationType | Denotes the purpose of the notification.        |
| uri              | Denotes the location of the resource.           |
| email            | The element containing all email specific data. |