GENESYS™

Web Services API Reference

ReplyAll

12/14/2025

ReplyAll

This operation is part of the Email API section of the Web Services API.

Overview

Creates an outbound email reply to all senders.

The agent can perform this operation after accepting a new inbound email interaction.

This operation can be performed after an agent has accepted an email interaction.

This operation creates an email in the Interaction Server and the Universal Contact Server (UCS).

The operation is asynchronous, meaning that a CometD notification will be sent upon successful completion of the operation.

The newly-created email interaction will have the following parameters:

- `ToAddress` equal to `ReplyToAddress-from-original-email`
- `CCAddresses` equal to `CCAddresses-from-original-email`
- `FromAddress` equal to `ToAddress-from-original-Email`
- `Subject` equal to `subjectPrefix+original-email-subject`
- The body will be empty unless `quoteOriginal` is set to true and will be pre-pended by `replyToStartLine` and modified with `indentCharacter`, if present

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

Parameters

Parameter	Value
operationName	ReplyAll
queueUri	queue uri for specified email
bodyAsPlainText	The message to send. Plain text body
body	The message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
userData	The key value data to attach. (optional)

Parameter	Value
subjectPrefix	The prefix to add before the subject value (optional).
replyToStartLine	The value to add before quoting original text (optional).
quoteOriginal	If true, includes original email text; false otherwise (optional).
indentCharacter	The indent character value to denote each line of the original text (optional), if it's included (see quoteOriginal).

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
    "operationName": "Reply",
    "queueName": "Forwarde-mails"
}
```

Response

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

Notification

```
Here are the list of notifications received after create reply message:
{
    "referenceId": 3,
    "notificationType": "StatusChange",
    "messageType": "EmailStateChangeMessage",
    "email": {
        "userData": {
            "ContactId": "0000Wa9CAM6W018X"
        },
        "from": "GWS@gplus-w2k3-gf80",
        "contactId": "0000Wa9CAM6W018X",
        "capabilities": [
            "Cancel",
            "Send",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Transfer"
        ],
```

```
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H3802A",
        "to": [
            "qwerty@hpe-voicevm-34-23.genesyslab.com"
        ],
        "state": "Composing",
        "parentId": "00012a9HEEG032YW",
        "id": "01QG9WAK37H3802A",
        "subject": "RE: Test_V2"
    }
}
```