



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

[Email Resource](#)

12/16/2025

Email Resource

Contents

- [1 Email Resource](#)
 - [1.1 Sample Data](#)
 - [1.2 Resource Details](#)

The email resource contains information about the email interaction, including its state, from and to fields, subject and so on. Email interactions are returned from GET requests to **/api/v2/me/emails?fields=***.

Sample Data

```
{
  "id": "FEW0IFWJ3243224",
  "state": "Processing",
  "uri": "/api/v2/me/emails/FEW0IFWJ3243224",
  "contactId": "HIFEW879",
  "from": "customerservice@genesys.com",
  "to": [
    "bruce.wayne@wayneenterprises.com",
    "damian.wayne@wayneenterprises.com"
  ],
  "cc": [
    "selena.kyle@cats.com",
    "harley.quinn@arkhamasylum.gov"
  ],
  "bcc": [
    "edward.nigma@questions.com",
    "harvey.dent@gotham.gov"
  ],
  "subject": "Customer Service"
  "body": "",
  "mime": "",
  "bodyAsPlainText" : ""
  "attachments": [
    {
      "id": "",
      "name": "",
      "size": "",
      "uri": "/emails/FEW0IFWJ3243224/attachments/JIF0JWEF342423",
      "mime": ""
    },
    {
      "id": "",
      "name": "",
      "size": "",
      "uri": "/emails/FEW0IFWJ3243224/attachments/JIF0JWEF342423",
      "mime": ""
    }
  ],
  "capabilities": [
    "Reply", "ReplyAll", "Save", "Complete", "Transfer", "Send"
  ],
  "userData": [
    "key": "value",
    "key": "value"
  ]
}
```

Resource Details

Field	Description
id	An email interaction's unique identification.
state	The email's current state. Possible values are: - Invited (Inbound) - Processing (Inbound) - Composing (Outbound) - Completed
contactId	A unique identifier for a contact record within Universal Contact Server (UCS).
from	The address where the email originated from.
to	An array of recipient email address.
cc	An array of recipient carbon copy addresses.
bcc	An array of recipient blind carbon copy addresses (hidden cc).
subject	A summary or title of the email.
bodyAsPlainText	A plain text body.
body	This element contains data related to the email's content.
mime	The mime type of body. Web Services doesn't support the text/plain type.
attachments	An array of attachment elements containing the email's attachment data.
capabilities	This shows operations that are possible given the last successful completed API action. For example, after a successful Accept operation, the possible actions are: - Create - Reply - ReplyAll - Complete The possible valid values are all email-related API actions.
userData	This is a map of custom values that do not always belong within the email element itself.