GENESYS™

Web Services API Reference

SetInFocus

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SetInFocus

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

Overview

Sets the focus parameter for an email interaction.

This is useful if agent is handling more than one interaction and will assist in correctly reporting time spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter true or false

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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