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Web Services API Reference

UpdateUserData

12/13/2025

UpdateUserData

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

Overview

Updates the specified user data keys with the specified values in existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The key value data to update.

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "UpdateUserData",
  "userData": {
    "UserData1": 987654321,
    "UserData2": "DATAUPDATE-@123"
  }
}
```

Response

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

Notification

```
{
  "referenceId": 13,
  "notificationType": "PropertiesUpdated",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary=====0439449828==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 10: 21: 56+0200",
      "_AttachmentsSize": "0",
      "_AutoReplyCount": 0,
      "RTargetObjSelDBID": "114",
      "DISP_KEY": "resolved",
      "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": "",
      "UserData2": "DATAUPDATE-@123",
      "RTargetPlaceSelected": "a1",
      "_AttachmentFileNames": "",
      "UserData1": 987654321,
      "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": "<ui4y wz6iz7enolp.110320141021@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/00012a9HEEG030Q6",
    "to": [
        "GWS@gplus-w2k3-gf80"
    ],
    "state": "Processing",
    "revelantResponseTemplateGroups": [
    ],
    "id": "00012a9HEEG030Q6",
    "subject": "Test_V2"
}
}
```