

## **GENESYS**

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## Web Services API Reference

**Email API** 

## Email API

This is part of the Multimedia Interactions API section of the Web Services API.

## Overview

This section describes general concepts employed by the email portion of the Web Services API and provides guidance for developers building client applications that utilize email-related features.

Basic Email Operations	Basic Email Operations, continued
Email Resource	Reply
Accept	ReplyAll
Reject	Send
Create	Complete
Save	
Cancel	
UserData Operations	Attachment Operations
	_     -
AttachUserData	AddAttachment
UpdateUserData	GetAttachment
UpdateUserData	GetAttachment

Special Operations	Conference and Transfer Operations
SetDisposition	Transfer
AddComment	
SetInFocus	