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Web Services API Reference

[Reply](#)

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Reply

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

Overview

Creates an outbound email reply.

The agent can perform this operation after [accepting](#) a new inbound email interaction.

This 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 will have the following parameters:

- ToAddress equal to ReplyToAddress-from-original-email
- FromnAddress 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	Reply
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)
subjectPrefix	The prefix to add before the subject value (optional).
replyToStartLine	The value to add before quoting original text

Reply

Parameter	Value
	(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",
  "queueUri": "http://localhost:8080/api/v2/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

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",
  }
}
```

Reply

```
    "to": [  
      "qwerty@hpe-voicevm-34-23.genesyslab.com"  
    ],  
    "state": "Composing",  
    "parentId": "00012a9HEEG032YW",  
    "id": "01QG9WAK37H3802A",  
    "subject": "RE: Test_V2"  
  }  
}
```