



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

[UpdateUserData](#)

5/10/2025

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"
}
}
```