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Genesys Multicloud CX Web-based API Reference

Secure Email API

Contents

- [1 Base path: /nexus/v3](#)

Base path: /nexus/v3

GET	/securemail Get secure emails
-----	----------------------------------

Get a list of secure emails for the specified email address.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
address		The email address of the consumer.	query	string	true
status	all	Specifies the status of emails to count - unread, read or all (both read and unread).	query	string	
index	0	The start index the API should use to get emails.	query	integer	
count	10	The number of secure emails the API returns.	query	integer	
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate with the same contact within several	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true

Responses

Code	Reason
200	Ok
{}	<pre>listSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): data (ArrayOfSecureMail): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE code (string): Status message. message (string): detail (string):</pre>

Code	Reason																
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400	Invalid request parameters provided.																
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Code	Reason	
<pre> "detail": "string" } } </pre>		INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
500	Server error occurred.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	
	code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail?address=string&status=string&dex=0&count=0&securebox=string"
```

POST	/securemail Send secure email
------	----------------------------------

Send a secure email. The email is delivered to Genesys as a web form and routed as a standard email.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate with the same contact within several different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)	query	string	
xxNAMExx		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
data			body		

Name	Default	Description	Parameter Type	Data Type	Required
{object}			data		
			data	(, optional):	
			operationId	(operationId, optional):	

Responses

Code	Reason
200	Ok
{}	createSecureMailResponse
	referenceld (referenceld):
	operationId (operationId):
	status (status):
	secureMailId (string): The unique ID of the secure email. bff348eb-dd5f-47d6-bf96-0e75b8ecf7ca
	selfUri (string):
	status
	code (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message (string): Status message.
	detail (string): Additional information.
	genericResponse
	referenceld (referenceld):
	operationId (operationId):

Code	Reason																
	<table border="1"> <tr> <td data-bbox="812 296 1127 386">status</td> <td data-bbox="1128 296 1459 386">(status):</td> </tr> </table>	status	(status):														
status	(status):																
400	Invalid request parameters provided.																
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status																	
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500	Server error occurred.																
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detail	(string): Additional information.												
genericResponse													
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status	(status):												

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/securemail?securebox=string"
```

GET	/securemail/count Get a count of unread, read or all secure emails
-----	---

Get a count of unread, read or all secure emails for the specified email address.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
address		The email address of the consumer.	query	string	true
status	all	Specifies the status of emails to count - unread, read or all (both read and unread).	query	string	
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		with the same contact within several different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true

Responses

Code	Reason
200	Ok
{}	<pre> countSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): data (object): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE code (string): message (string): Status message. </pre>

Code	Reason																
	<table border="1"> <tr> <td data-bbox="812 296 1128 426">detail</td> <td data-bbox="1130 296 1458 426">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="812 428 1458 470">genericResponse</td> </tr> <tr> <td data-bbox="812 472 1128 514">referenceld</td> <td data-bbox="1130 472 1458 514">(referenceld):</td> </tr> <tr> <td data-bbox="812 516 1128 558">operationId</td> <td data-bbox="1130 516 1458 558">(operationId):</td> </tr> <tr> <td data-bbox="812 560 1128 602">status</td> <td data-bbox="1130 560 1458 602">(status):</td> </tr> <tr> <td colspan="2" data-bbox="812 604 1458 646">data</td> </tr> <tr> <td data-bbox="812 648 1128 810">count</td> <td data-bbox="1130 648 1458 810">(integer): The count of secure emails of requested type for the contact. 20</td> </tr> </table>	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):	data		count	(integer): The count of secure emails of requested type for the contact. 20		
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<pre data-bbox="186 1155 511 1438"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="812 882 1458 924">status</td> </tr> <tr> <td data-bbox="812 926 1128 1297">code</td> <td data-bbox="1130 926 1458 1297">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="812 1299 1128 1404">message</td> <td data-bbox="1130 1299 1458 1404">(string): Status message.</td> </tr> <tr> <td data-bbox="812 1407 1128 1512">detail</td> <td data-bbox="1130 1407 1458 1512">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="812 1514 1458 1556">genericResponse</td> </tr> <tr> <td data-bbox="812 1558 1128 1600">referenceld</td> <td data-bbox="1130 1558 1458 1600">(referenceld):</td> </tr> <tr> <td data-bbox="812 1602 1128 1644">operationId</td> <td data-bbox="1130 1602 1458 1644">(operationId):</td> </tr> <tr> <td data-bbox="812 1646 1128 1703">status</td> <td data-bbox="1130 1646 1458 1703">(status):</td> </tr> </table>	status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
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status																	
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operationId	(operationId):										
status	(status):										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/nexus/v3/securemail/count?address=string&status=string&securebox=string"

GET	/securemail/{secureMailId} Get secure email content
-----	--

Get the content of a secure email.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
read		If set to true, the API changes the status to "read" for inbound and outbound emails and stops the inbound interaction from routing.	query	boolean	
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason																										
200	Ok																										
<pre>{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="829 365 1430 407">retrieveSecureMailResponse</td> </tr> <tr> <td data-bbox="829 407 1127 512">referenceId (referenceId):</td> <td data-bbox="1127 407 1430 512"></td> </tr> <tr> <td data-bbox="829 512 1127 617">operationId (operationId):</td> <td data-bbox="1127 512 1430 617"></td> </tr> <tr> <td data-bbox="829 617 1127 722">status (status):</td> <td data-bbox="1127 617 1430 722"></td> </tr> <tr> <td data-bbox="829 722 1127 827">secureMail ():</td> <td data-bbox="1127 722 1430 827"></td> </tr> <tr> <td colspan="2" data-bbox="829 827 1430 869">status</td> </tr> <tr> <td data-bbox="829 869 1127 1226">code</td> <td data-bbox="1127 869 1430 1226">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="829 1226 1127 1331">message</td> <td data-bbox="1127 1226 1430 1331">(string): Status message.</td> </tr> <tr> <td data-bbox="829 1331 1127 1436">detail</td> <td data-bbox="1127 1331 1430 1436">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="829 1436 1430 1478">genericResponse</td> </tr> <tr> <td data-bbox="829 1478 1127 1520">referenceId</td> <td data-bbox="1127 1478 1430 1520">(referenceId):</td> </tr> <tr> <td data-bbox="829 1520 1127 1562">operationId</td> <td data-bbox="1127 1520 1430 1562">(operationId):</td> </tr> <tr> <td data-bbox="829 1562 1127 1604">status</td> <td data-bbox="1127 1562 1430 1604">(status):</td> </tr> </table>	retrieveSecureMailResponse		referenceId (referenceId):		operationId (operationId):		status (status):		secureMail ():		status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):
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400	Invalid request parameters provided.																										
<pre>{ "referenceId": {</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="829 1730 1430 1772">status</td> </tr> <tr> <td data-bbox="829 1772 1127 1814">code</td> <td data-bbox="1127 1772 1430 1814">(string):</td> </tr> </table>	status		code	(string):																						
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Code	Reason	
<pre> }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>		Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
500	Server error occurred.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	
	code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.

Code	Reason
	<pre>genericResponse referenceld (referenceld): operationId (operationId): status (status):</pre>

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail/{secureMailId}?read=true"
```

DELETE	/securemail/{secureMailId} Mark as read or delete a secure email
--------	---

Mark the secure email as read if the remove query parameter is either absent or set to 'read'. You can delete the secure email entirely if remove is set to 'purge'. To delete the secure email from the list of secure emails but keep it in the contact database, set remove to 'delete'.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
remove	read	You can either mark a secure email as read, mark a secure email as deleted, or delete an email completely using the following values: * read - Mark the secure email as read. * true - Mark the secure email as read. (deprecated) * \ - Mark the secure email as read. (deprecated) * delete - Mark the secure email as deleted. The	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		API will not return the email in requests to get the list of secure emails, but will keep it in the contact database. * purge - Delete the secure email from the list of emails and contact database.			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason
200	Ok
{}	<pre> retrieveSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): secureMail (): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, code </pre>

Code	Reason	
		INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
404	Entity with specified ID not found.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):

Usage

```
curl -X DELETE
```

```
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail/{secureMailId}?remove=string"
```

GET	/securemail/{secureMailId}/userdata Get secure email userdata
-----	--

Get the attached userdata of a secure email (some internal keys may be omitted).

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason
200	Ok
{}	<pre>retrieveSecureMailUserdataResponse referenceld (referenceld): operationId (operationId): status (status): data (object): Interaction userdata. status code (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME,</pre>

Code	Reason																
	<table border="1"> <tr> <td></td> <td>INVALID_FILE_TYPE</td> </tr> <tr> <td>message</td> <td>(string): Status message.</td> </tr> <tr> <td>detail</td> <td>(string): Additional information.</td> </tr> <tr> <td colspan="2">genericResponse</td> </tr> <tr> <td>referenceld</td> <td>(referenceld):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(status):</td> </tr> </table>		INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):		
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Code	Reason																
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