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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 | | | | | | | | | | | | | | | | |
|--|---|--------|-------------------------|-----------------|--|-------------|------------------------------|-------------|--------------------------------------|-----------------|-----------|-------------|----------------|-------------|----------------|--------|-----------|
| | <table border="1"> <tr> <td></td> <td>Additional information.</td> </tr> <tr> <td colspan="2">genericResponse</td> </tr> <tr> <td>referenceId</td> <td>(referenceId):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(status):</td> </tr> </table> | | Additional information. | genericResponse | | referenceId | (referenceId): | operationId | (operationId): | status | (status): | | | | | | |
| | Additional information. | | | | | | | | | | | | | | | | |
| genericResponse | | | | | | | | | | | | | | | | | |
| referenceId | (referenceId): | | | | | | | | | | | | | | | | |
| operationId | (operationId): | | | | | | | | | | | | | | | | |
| status | (status): | | | | | | | | | | | | | | | | |
| 400 | Invalid request parameters provided. | | | | | | | | | | | | | | | | |
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(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>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>referenceId</td> <td>(referenceId):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(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 | | referenceId | (referenceId): | operationId | (operationId): | status | (status): |
| status | | | | | | | | | | | | | | | | | |
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| message | (string): Status message. | | | | | | | | | | | | | | | | |
| detail | (string): Additional information. | | | | | | | | | | | | | | | | |
| genericResponse | | | | | | | | | | | | | | | | | |
| referenceId | (referenceId): | | | | | | | | | | | | | | | | |
| operationId | (operationId): | | | | | | | | | | | | | | | | |
| status | (status): | | | | | | | | | | | | | | | | |
| 404 | Entity with specified ID not found. | | | | | | | | | | | | | | | | |
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", } } </pre> | <table border="1"> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER,</td> </tr> </table> | status | | code | (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, | | | | | | | | | | | | |
| status | | | | | | | | | | | | | | | | | |
| code | (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, | | | | | | | | | | | | | | | | |

| 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 | |
| | referenceId | (referenceId): |
| | 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 | |
| | referenceId | (referenceId): |
| | 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="820 304 1128 378">status</td> <td data-bbox="1131 304 1445 378">(status):</td> </tr> </table> | status | (status): | | | | | | | | | | | | | | |
| status | (status): | | | | | | | | | | | | | | | | |
| 400 | Invalid request parameters provided. | | | | | | | | | | | | | | | | |
| <pre data-bbox="186 745 511 1018"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="820 472 1445 514">status</td> </tr> <tr> <td data-bbox="820 518 1128 892">code (string):</td> <td data-bbox="1131 518 1445 892">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="820 896 1128 997">message</td> <td data-bbox="1131 896 1445 997">(string): Status message.</td> </tr> <tr> <td data-bbox="820 1001 1128 1102">detail</td> <td data-bbox="1131 1001 1445 1102">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 1106 1445 1148">genericResponse</td> </tr> <tr> <td data-bbox="820 1152 1128 1194">referenceId</td> <td data-bbox="1131 1152 1445 1194">(referenceId):</td> </tr> <tr> <td data-bbox="820 1199 1128 1241">operationId</td> <td data-bbox="1131 1199 1445 1241">(operationId):</td> </tr> <tr> <td data-bbox="820 1245 1128 1287">status</td> <td data-bbox="1131 1245 1445 1287">(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 | | referenceId | (referenceId): | operationId | (operationId): | status | (status): |
| 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): | | | | | | | | | | | | | | | | |
| 500 | Server error occurred. | | | | | | | | | | | | | | | | |
| <pre data-bbox="186 1470 511 1743"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="820 1396 1445 1438">status</td> </tr> <tr> <td data-bbox="820 1442 1128 1816">code (string):</td> <td data-bbox="1131 1442 1445 1816">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> </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 | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | |

| Code | Reason | | | | | | | | | | | | |
|-----------------|--|---------|------------------------------|--------|--------------------------------------|-----------------|--|-------------|----------------|-------------|----------------|--------|-----------|
| | <table border="1"> <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>referenceId</td> <td>(referenceId):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(status):</td> </tr> </table> | message | (string): Status message. | detail | (string): Additional information. | genericResponse | | referenceId | (referenceId): | operationId | (operationId): | status | (status): |
| message | (string): Status message. | | | | | | | | | | | | |
| detail | (string): Additional information. | | | | | | | | | | | | |
| genericResponse | | | | | | | | | | | | | |
| referenceId | (referenceId): | | | | | | | | | | | | |
| operationId | (operationId): | | | | | | | | | | | | |
| 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="813 296 1127 426">detail</td> <td data-bbox="1127 296 1453 426">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="813 426 1453 468">genericResponse</td> </tr> <tr> <td data-bbox="813 468 1127 510">referenceld</td> <td data-bbox="1127 468 1453 510">(referenceld):</td> </tr> <tr> <td data-bbox="813 510 1127 552">operationId</td> <td data-bbox="1127 510 1453 552">(operationId):</td> </tr> <tr> <td data-bbox="813 552 1127 594">status</td> <td data-bbox="1127 552 1453 594">(status):</td> </tr> <tr> <td colspan="2" data-bbox="813 594 1453 636">data</td> </tr> <tr> <td data-bbox="813 636 1127 787">count</td> <td data-bbox="1127 636 1453 787">(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 | | |
| 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 | | | | | | | | | | | | | | | | |
| 400 | Invalid request parameters provided. | | | | | | | | | | | | | | | | |
| <pre data-bbox="186 1155 503 1438"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="813 882 1453 924">status</td> </tr> <tr> <td data-bbox="813 924 1127 1297">code</td> <td data-bbox="1127 924 1453 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="813 1297 1127 1402">message</td> <td data-bbox="1127 1297 1453 1402">(string): Status message.</td> </tr> <tr> <td data-bbox="813 1402 1127 1507">detail</td> <td data-bbox="1127 1402 1453 1507">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="813 1507 1453 1549">genericResponse</td> </tr> <tr> <td data-bbox="813 1549 1127 1591">referenceld</td> <td data-bbox="1127 1549 1453 1591">(referenceld):</td> </tr> <tr> <td data-bbox="813 1591 1127 1633">operationId</td> <td data-bbox="1127 1591 1453 1633">(operationId):</td> </tr> <tr> <td data-bbox="813 1633 1127 1675">status</td> <td data-bbox="1127 1633 1453 1675">(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): |
| 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): | | | | | | | | | | | | | | | | |
| 404 | Entity with specified ID not found. | | | | | | | | | | | | | | | | |

| Code | Reason | | | | | | | | | | | | | | | | |
|--|---|--------|--|------|--|---------|------------------------------|--------|--------------------------------------|-----------------|--|-------------|----------------|-------------|----------------|--------|-----------|
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="820 315 1446 357">status</td> </tr> <tr> <td data-bbox="820 367 1128 703">code</td> <td data-bbox="1136 367 1438 703">(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="820 714 1128 808">message</td> <td data-bbox="1136 714 1438 808">(string): Status message.</td> </tr> <tr> <td data-bbox="820 819 1128 913">detail</td> <td data-bbox="1136 819 1438 913">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 924 1446 966">genericResponse</td> </tr> <tr> <td data-bbox="820 976 1128 1008">referenceld</td> <td data-bbox="1136 976 1438 1008">(referenceld):</td> </tr> <tr> <td data-bbox="820 1018 1128 1050">operationId</td> <td data-bbox="1136 1018 1438 1050">(operationId):</td> </tr> <tr> <td data-bbox="820 1060 1128 1092">status</td> <td data-bbox="1136 1060 1438 1092">(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): |
| 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): | | | | | | | | | | | | | | | | |
| 500 | Server error occurred. | | | | | | | | | | | | | | | | |
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="820 1207 1446 1249">status</td> </tr> <tr> <td data-bbox="820 1260 1128 1596">code</td> <td data-bbox="1136 1260 1438 1596">(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="820 1606 1128 1701">message</td> <td data-bbox="1136 1606 1438 1701">(string): Status message.</td> </tr> <tr> <td data-bbox="820 1711 1128 1753">detail</td> <td data-bbox="1136 1711 1438 1753">(string):</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): | | | | | | | | |
| 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): | | | | | | | | | | | | | | | | |

| Code | Reason | | | | | | | | | | |
|-----------------|---|--|-------------------------|-----------------|--|-------------|----------------|-------------|----------------|--------|-----------|
| | <table border="1"> <tr> <td></td> <td>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> | | Additional information. | genericResponse | | referenceld | (referenceld): | operationId | (operationId): | status | (status): |
| | 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/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="836 367 1430 405">retrieveSecureMailResponse</td> </tr> <tr> <td data-bbox="836 409 1128 510">referenceld (referenceld):</td> <td data-bbox="1131 409 1430 510"></td> </tr> <tr> <td data-bbox="836 514 1128 615">operationId (operationId):</td> <td data-bbox="1131 514 1430 615"></td> </tr> <tr> <td data-bbox="836 619 1128 720">status (status):</td> <td data-bbox="1131 619 1430 720"></td> </tr> <tr> <td data-bbox="836 724 1128 825">secureMail ():</td> <td data-bbox="1131 724 1430 825"></td> </tr> <tr> <td colspan="2" data-bbox="836 829 1430 867">status</td> </tr> <tr> <td data-bbox="836 871 1128 1224">code</td> <td data-bbox="1131 871 1430 1224">(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="836 1228 1128 1329">message</td> <td data-bbox="1131 1228 1430 1329">(string): Status message.</td> </tr> <tr> <td data-bbox="836 1333 1128 1434">detail</td> <td data-bbox="1131 1333 1430 1434">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="836 1438 1430 1476">genericResponse</td> </tr> <tr> <td data-bbox="836 1480 1128 1518">referenceld</td> <td data-bbox="1131 1480 1430 1518">(referenceld):</td> </tr> <tr> <td data-bbox="836 1522 1128 1560">operationId</td> <td data-bbox="1131 1522 1430 1560">(operationId):</td> </tr> <tr> <td data-bbox="836 1564 1128 1602">status</td> <td data-bbox="1131 1564 1430 1602">(status):</td> </tr> </table> | retrieveSecureMailResponse | | referenceld (referenceld): | | 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 | | referenceld | (referenceld): | operationId | (operationId): | status | (status): |
| retrieveSecureMailResponse | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| referenceld (referenceld): | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| referenceld | (referenceld): | | | | | | | | | | | | | | | | | | | | | | | | | | |
| operationId | (operationId): | | | | | | | | | | | | | | | | | | | | | | | | | | |
| status | (status): | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 400 | Invalid request parameters provided. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <pre>{ "referenceId": {</pre> | <table border="1"> <tr> <td colspan="2" data-bbox="836 1732 1430 1770">status</td> </tr> <tr> <td data-bbox="836 1774 1128 1812">code</td> <td data-bbox="1131 1774 1430 1812">(string):</td> </tr> </table> | status | | code | (string): | | | | | | | | | | | | | | | | | | | | | | |
| status | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| code | (string): | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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: (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): | | |
| | INVALID_FILE_TYPE | | | | | | | | | | | | | | | | |
| message | (string): Status message. | | | | | | | | | | | | | | | | |
| detail | (string): Additional information. | | | | | | | | | | | | | | | | |
| genericResponse | | | | | | | | | | | | | | | | | |
| referenceld | (referenceld): | | | | | | | | | | | | | | | | |
| operationId | (operationId): | | | | | | | | | | | | | | | | |
| status | (status): | | | | | | | | | | | | | | | | |
| 400 | Invalid request parameters provided. | | | | | | | | | | | | | | | | |
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(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>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> | 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): |
| 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): | | | | | | | | | | | | | | | | |
| 500 | Server error occurred. | | | | | | | | | | | | | | | | |

| Code | Reason | | | | | | | | | | | | | | | | |
|--|---|--------|--|------|--|---------|------------------------------|--------|--------------------------------------|-----------------|--|-------------|----------------|-------------|----------------|--------|-----------|
| <pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="820 315 1445 357">status</td> </tr> <tr> <td data-bbox="820 367 1128 703">code</td> <td data-bbox="1136 367 1437 703">(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="820 714 1128 808">message</td> <td data-bbox="1136 714 1437 808">(string): Status message.</td> </tr> <tr> <td data-bbox="820 819 1128 913">detail</td> <td data-bbox="1136 819 1437 913">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 924 1445 966">genericResponse</td> </tr> <tr> <td data-bbox="820 976 1128 1008">referenceld</td> <td data-bbox="1136 976 1437 1008">(referenceld):</td> </tr> <tr> <td data-bbox="820 1018 1128 1050">operationId</td> <td data-bbox="1136 1018 1437 1050">(operationId):</td> </tr> <tr> <td data-bbox="820 1060 1128 1092">status</td> <td data-bbox="1136 1060 1437 1092">(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): |
| 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/{secureMailId}/userdata?"

```