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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): message (string): Status message. 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):						
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status	(status):																
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																
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status	(status):																
400	Invalid request parameters provided.																
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status																	
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500	Server error occurred.																
<pre data-bbox="186 1472 505 1749"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="812 1383 1459 1446">status</td> </tr> <tr> <td data-bbox="812 1449 1127 1824">code (string):</td> <td data-bbox="1128 1449 1459 1824">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												
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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="820 315 1128 430">detail</td> <td data-bbox="1131 315 1445 430">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 434 1445 472">genericResponse</td> </tr> <tr> <td data-bbox="820 476 1128 514">referenceld</td> <td data-bbox="1131 476 1445 514">(referenceld):</td> </tr> <tr> <td data-bbox="820 518 1128 556">operationId</td> <td data-bbox="1131 518 1445 556">(operationId):</td> </tr> <tr> <td data-bbox="820 560 1128 598">status</td> <td data-bbox="1131 560 1445 598">(status):</td> </tr> <tr> <td colspan="2" data-bbox="820 602 1445 640">data</td> </tr> <tr> <td data-bbox="820 644 1128 787">count</td> <td data-bbox="1131 644 1445 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		
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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="820 903 1445 945">status</td> </tr> <tr> <td data-bbox="820 949 1128 1291">code</td> <td data-bbox="1131 949 1445 1291">(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 1295 1128 1396">message</td> <td data-bbox="1131 1295 1445 1396">(string): Status message.</td> </tr> <tr> <td data-bbox="820 1400 1128 1501">detail</td> <td data-bbox="1131 1400 1445 1501">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 1505 1445 1543">genericResponse</td> </tr> <tr> <td data-bbox="820 1547 1128 1585">referenceld</td> <td data-bbox="1131 1547 1445 1585">(referenceld):</td> </tr> <tr> <td data-bbox="820 1589 1128 1627">operationId</td> <td data-bbox="1131 1589 1445 1627">(operationId):</td> </tr> <tr> <td data-bbox="820 1631 1128 1669">status</td> <td data-bbox="1131 1631 1445 1669">(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	(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																																								
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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								
	<table border="1"> <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>	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
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}?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																
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genericResponse																	
referenceld	(referenceld):																
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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):
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Code	Reason																
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	status																
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