# Title: EmailConversationOpen - payload

**EMAIL CONVERSATION OPEN - create** Expand source

{  
 "account\_id":"1559543993",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"conversation\_open\_create",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Email::ConversationOpen",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"prakash.thiyagarajan@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "deal\_pipeline\_id":1,  
 "is\_forgotten":false,  
 "created\_at":"2019-06-03T12:09:53+05:30",  
 "updated\_at":"2019-06-03T12:09:55+05:30",  
 "type":"user"  
 },  
 "action":"create",  
 "action\_epoch":1561120727.403286,  
 "uuid":"8396a388942111e995d4645aede8d797",  
 "account\_full\_domain":"prakash.freshsales-dev.com",  
 "event\_timestamp":"2019-06-21T12:38:47.403Z",  
 "product\_push\_timestamp":"2019-06-21T12:38:47.431Z",  
 "custom\_model":{  
 "singular":null,  
 "plural":null  
 },  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":65,  
 "conversation\_id":null,  
 "conversation\_recipient\_id":226,  
 "opened\_at":"2019-06-21T18:08:47+05:30",  
 "created\_at":"2019-06-21T18:08:47+05:30",  
 "updated\_at":"2019-06-21T18:08:47+05:30"  
 },  
 "associations":{  
  
 }  
 }  
}

**EMAIL CONVERSATION OPEN - destroy** Expand source

{  
 "account\_id":"1559543993",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"conversation\_open\_destroy",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Email::ConversationOpen",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"prakash.thiyagarajan@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "deal\_pipeline\_id":1,  
 "is\_forgotten":false,  
 "created\_at":"2019-06-03T12:09:53+05:30",  
 "updated\_at":"2019-06-03T12:09:55+05:30",  
 "type":"user"  
 },  
 "action":"destroy",  
 "action\_epoch":1561121576.291732,  
 "uuid":"7d90c61a942311e995d4645aede8d797",  
 "account\_full\_domain":"prakash.freshsales-dev.com",  
 "event\_timestamp":"2019-06-21T12:52:56.291Z",  
 "product\_push\_timestamp":"2019-06-21T12:52:57.212Z",  
 "custom\_model":{  
 "singular":null,  
 "plural":null  
 },  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":65  
 }  
 }  
}