# Title: EmailConversation - payload

Since the frequency of these events are very rare, Initially, we onboard the events without truncating the payload. However, we will introduce new alerts to monitor the frequency of payloads that exceed the limit.  
In scenarios where the customer expects the event or is based on specific use cases, we can introduce truncation on the payload of these events.  
  
It was agreed upon that if the payload size exceeds 255KB, it should be dropped.

**EMAIL CONVERSATION - create** Expand source

{  
 "account\_id": "1581574984",  
 "organisation\_id": "",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "email\_conversation\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "EmailConversation",  
 "actor": {  
 "id": 11,  
 "name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "email": "prakash.thiyagarajan@freshworks.com",  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*",  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "language": "en",  
 "time\_zone": "Kolkata",  
 "is\_active": true,  
 "deal\_pipeline\_id": 1,  
 "is\_forgotten": false,  
 "created\_at": "2020-03-17T09:27:38Z",  
 "updated\_at": "2020-05-14T08:34:07Z",  
 "uuid": "f5f6ed8c-33f6-e1ff-9240-5ce49f0b9f94",  
 "type": "user"  
 },  
 "action": "create",  
 "action\_epoch": 1592476741.6606274,  
 "uuid": "ec809baab14f11eab5920242ac120007",  
 "account\_full\_domain": "freports.reports.freshmarketeer.com",  
 "event\_timestamp": "2020-06-18T10:39:01.660Z",  
 "product\_push\_timestamp": "2020-06-18T10:39:12.176Z",  
 "mcr\_account\_id": "",  
 "bundle\_id": "",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "id": 54,  
 "email\_id": 41,  
 "creator\_id": 11,  
 "template\_id": null,  
 "direction": "Outgoing",  
 "status": "Sent",  
 "subject": "sample subject",  
 "needs\_tracking": false,  
 "scheduled\_at": null,  
 "date\_header": "2020-06-18T10:39:00Z",  
 "message\_id": "<5e44eb48.36@freports.reports.freshmarketeer.com>",  
 "ref\_conversation\_id": null,  
 "email\_status": "Sent",  
 "unsubscribe": false,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:39:01Z",  
 "in\_reply\_to": "<SalesSequence.3000027847.baad.728d31b5@sample.freshsales.io>",  
 "email\_association": true,  
       "email\_recipients": [  
 {  
 "id": 138,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 11,  
 "targetable\_type": "FdMultitenant::User",  
 "field": "from",  
 "email\_address": "prakash.thiyagarajan@freshworks.com",  
 "email\_name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:37:38Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 },  
 {  
 "id": 139,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 11,  
 "targetable\_type": "FdMultitenant::User",  
 "field": "reply\_to",  
 "email\_address": "pran+b@freports.reports.freshmarketeer.com",  
 "email\_name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:37:38Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 }  
 ],  
 "source\_additional\_info": {}  
 },  
 "associations": {  
 "creator": {  
 "id": 11,  
 "name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "type": "user",  
 "email": "prakash.thiyagarajan@freshworks.com",  
 "is\_active": true,  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "time\_zone": "Kolkata",  
 "created\_at": "2020-03-17T09:27:38Z",  
 "updated\_at": "2020-05-14T08:34:07Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*",  
 "uuid": "f5f6ed8c-33f6-e1ff-9240-5ce49f0b9f94"  
 }  
 }  
 }  
}

**EMAIL CONVERSATION - update** Expand source

{  
 "account\_id": "1581574984",  
 "organisation\_id": "",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "email\_conversation\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "EmailConversation",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1592477235.7460148,  
 "uuid": "12fa723cb15111eabc4a0242ac120007",  
 "account\_full\_domain": "freports.reports.freshmarketeer.com",  
 "event\_timestamp": "2020-06-18T10:47:15.746Z",  
 "product\_push\_timestamp": "2020-06-18T10:47:34.779Z",  
 "mcr\_account\_id": "",  
 "bundle\_id": "",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "id": 54,  
 "email\_id": 41,  
 "creator\_id": 11,  
 "template\_id": null,  
 "direction": "Outgoing",  
 "status": "Sent",  
 "subject": "sample subject",  
 "needs\_tracking": false,  
 "scheduled\_at": null,  
 "date\_header": "2020-06-18T10:39:00Z",  
 "message\_id": "<5e44eb48.36@freports.reports.freshmarketeer.com>",  
 "ref\_conversation\_id": null,  
 "email\_status": "Sent",  
 "unsubscribe": false,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:39:01Z",  
 "in\_reply\_to": "<SalesSequence.3000027847.baad.728d31b5@sample.freshsales.io>",  
 "email\_association": true,  
       "email\_recipients": [  
 {  
 "id": 138,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 11,  
 "targetable\_type": "FdMultitenant::User",  
 "field": "from",  
 "email\_address": "prakash.thiyagarajan@freshworks.com",  
 "email\_name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:37:38Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 },  
 {  
 "id": 139,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 11,  
 "targetable\_type": "FdMultitenant::User",  
 "field": "reply\_to",  
 "email\_address": "pran+b@freports.reports.freshmarketeer.com",  
 "email\_name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:38Z",  
 "updated\_at": "2020-06-18T10:37:38Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 },  
 {  
 "id": 140,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 137,  
 "targetable\_type": "Contact",  
 "field": "to",  
 "email\_address": "sample4@gmail.com",  
 "email\_name": "contact 1",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:48Z",  
 "updated\_at": "2020-06-18T10:47:15Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 }  
 ],  
 "source\_additional\_info": {}  
 },  
 "associations": {  
 "creator": {  
 "id": 11,  
 "name": "Pr\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*an",  
 "type": "user",  
 "email": "prakash.thiyagarajan@freshworks.com",  
 "is\_active": true,  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "time\_zone": "Kolkata",  
 "created\_at": "2020-03-17T09:27:38Z",  
 "updated\_at": "2020-05-14T08:34:07Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*",  
 "uuid": "f5f6ed8c-33f6-e1ff-9240-5ce49f0b9f94"  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "recipients": {  
 "changed": [  
 [  
 {  
 "id": 140,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 136,  
 "targetable\_type": "Contact",  
 "field": "to",  
 "email\_address": "sample3@gmail.com",  
 "email\_name": "contact 1",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:48Z",  
 "updated\_at": "2020-06-18T10:37:48Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 },  
 {  
 "id": 140,  
 "email\_id": 41,  
 "conversation\_id": 54,  
 "targetable\_id": 137,  
 "targetable\_type": "Contact",  
 "field": "to",  
 "email\_address": "sample4@gmail.com",  
 "email\_name": "contact 1",  
 "bounced": false,  
 "opened": false,  
 "clicked": false,  
 "bounced\_time": null,  
 "opened\_time": null,  
 "clicked\_time": null,  
 "created\_at": "2020-06-18T10:37:48Z",  
 "updated\_at": "2020-06-18T10:47:15Z",  
 "unsubscribed": false,  
 "unsubscribed\_time": null  
 }  
 ]  
 ]  
 }  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

**EMAIL CONVERSATION - destroy** Expand source

{  
 "account\_id": "1581574984",  
 "organisation\_id": "",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "email\_conversation\_destroy",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "EmailConversation",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "destroy",  
 "action\_epoch": 1592477399.8669012,  
 "uuid": "74d2ea2ab15111eabc4a0242ac120007",  
 "account\_full\_domain": "freports.reports.freshmarketeer.com",  
 "event\_timestamp": "2020-06-18T10:49:59.866Z",  
 "product\_push\_timestamp": "2020-06-18T10:50:04.747Z",  
 "mcr\_account\_id": "",  
 "bundle\_id": "",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "id": 54,  
 "email\_recipient\_ids": [  
 138,  
 139,  
 140  
 ],  
 "message\_id": "<5e44eb48.36@freports.reports.freshmarketeer.com>",  
 "created\_at": "2023-05-17T12:01:30Z",  
 "updated\_at": "2023-05-17T12:22:09Z",  
       "source\_additional\_info": {}  
 }  
 }  
}