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Composer Help

[Create Email Block](#)

Create Email Block

Contents

- **1 Create Email Block**
 - 1.1 Use Case
 - 1.2 Special Note on From and To Properties
 - 1.3 Name Property
 - 1.4 Block Notes Property
 - 1.5 Email Server Property
 - 1.6 Exceptions Property
 - 1.7 Do Not Thread Property
 - 1.8 Output Queue Property
 - 1.9 From Property
 - 1.10 Include Original Message Into Reply Property
 - 1.11 Standard Response Property
 - 1.12 Subject Property
 - 1.13 To Property
 - 1.14 Use Subject From SRL Property
 - 1.15 Create New Interaction Property
 - 1.16 Interaction ID Property
 - 1.17 Output Result Property
 - 1.18 Detach Property
 - 1.19 Detach Timeout Property
 - 1.20 Condition Property
 - 1.21 Logging Details Property
 - 1.22 Log Level Property
 - 1.23 Enable Status Property

Use this block to create an e-mail message to be sent out to a customer or another agent and to specify the **interaction queue** where the outbound e-mail should be placed. The selected interaction queue appears as a **Queue Reference block** in the **interaction process diagram**. To create the e-mail text, you have the following options:

- Use text from your Standard Response Library (SRL). In this case, you must specify the SRL identifier defined in eServices/Multimedia Knowledge Manager.
- Use text associated with the default/active Standard Response for a specified Knowledge Manager Category code. In this case, you must specify the Category code defined in Knowledge Manager.

Category trees are a means of organizing and gaining access to the library of Standard Responses. In the Universal Contact Server Database, each Standard Response must be associated with at least one Category code. Content Analyzer can classify an incoming e-mail in terms of the Category tree. See the *Knowledge Manager 8.1 Help* for more information on Standard Responses and Category codes.

Use Case

1. An inbound interaction initiates a routing workflow.
2. Based on the interaction the customer is identified and the User Data of the interaction is updated.
3. The User Data is then assigned to variables and is used to create an e-mail response with the First Name, Last Name and the contact address of the customer.
4. The e-mail created for this customer uses the User Data to find an appropriate response from the Standard Response Library as well. The Standard Response selected is based on some purpose inferred from the customer's original e-mail

Special Note on From and To Properties

The Literal and Variable types can have a value set to an actual e-mail address, e.g., joe@test.com, or refer to the name of a previously configured e-mail address from Configuration Server (e.g., if Tech Support is configured as a Configuration Server E-mail Accounts Business Attribute, then Tech Support can be the value for the Literal type and the platform will use that e-mail address). The Create E-mail block has the following properties:

Name Property

Find this property's details under **Common Properties**.

Block Notes Property

Find this property's details under [Common Properties](#).

Email Server Property

Find this property's details under [Common Properties](#).

Exceptions Property

Find this property's details under [Common Properties](#).

Do Not Thread Property

Find this property's details under [Common Properties](#).

Output Queue Property

Find this property's details under [Common Properties](#).

From Property

Find this property's details under [Common Properties](#).

Include Original Message Into Reply Property

Find this property's details under [Common Properties](#).

Standard Response Property

Find this property's details under [Common Properties](#).

Subject Property

Find this property's details under [Common Properties](#).

To Property

Find this property's details under [Common Properties](#).

Use Subject From SRL Property

Find this property's details under [Common Properties](#).

Create New Interaction Property

Select true or false to indicate whether a new interaction record should be created in the Universal Contact Server Database for this outbound e-mail. The default is false.

Interaction ID Property

Find this property's details under [Common Properties](#).

Output Result Property

Find this property's details under [Common Properties](#).

Detach Property

Find this property's details under [Common Properties](#).

Detach Timeout Property

Find this property's details under [Common Properties](#).

Condition Property

Find this property's details under [Common Properties](#).

Logging Details Property

Find this property's details under [Common Properties](#).

Log Level Property

Find this property's details under [Common Properties](#).

Enable Status Property

Find this property's details under [Common Properties](#).