Composer Help

Email Response Block

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Email Response Block

Contents

Use to send an e-mail in response to incoming interaction resulting from inbound e-mail or an open media request. This block combines the functionality of IRD's Acknowledgement, Autoresponse, and Create Notification objects.

Autoresponse Use Case

1. An inbound e-mail initiates a routing workflow.

2. URS prioritizes the interaction,

3. The interaction is screened and customers are segmented based on tier.

4. If the screened e-mail is identified as one that does not require any agent input, then the e-mail is provided with autoresponse as an Re: with the text from to the original e-mail included

5. The next step in the routing workflow stops processing the interaction.

Acknowledgement Use Case

1. A Genesys user sends an e-mail request to create a ticket on specific problem involving a T-Server.

2. Genesys identifies the customer contact and sends out an acknowledgement e-mail.

3. The acknowledgement e-mail uses custom fields (Field Codes), personalizing a standard e-mail with the customer's name.

4. The acknowledgment e-mail also contains the ticket number and contact information for the technical support engineer assigned to the ticket .

5. The technical support engineer is also copied in on the email

Create Notification Use Case

Use Create Notification to create a notification e-mail that can be sent to a customer as a reply to an inquiry. (e.g phone call, e-mail, SMS, Chat, etc). This e-mail may itself contain the response to the inquiry or it may point the customer to the location of the information; for example, a page on the enterprise website, a link to youtube, and so on. And the e-mail can be classified as either Acknowledgement, Autoresponse or Notification. The response may be a template from knowledge management but not necessarily. Use case:

1. A Customer logs into a bank web site using his username and password.

2. The bank web site provides a way to send an inquiry to customer support.

3. The customer sends an inquiry to the bank's customer support, asking about the status of a check he had deposited yesterday through an ATM. He is wondering when the funds will be available to him through his account.

4. The customer support analyst provides a response to the customer. This response is only available to

the customer through a secure log-in on the bank's web site, due to its sensitive nature.

5. The contact center also sends a notification email to the customer's Gmail address, telling him that there is a response awaiting him on the bank's website, providing a URL to that part of the bank's web site.

6. The customer logs into the bank's web site and retrieves the response to his inquiry.

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 E-mail Response 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.

Associate New Interaction Property

This property, introduced in Composer 8.1.420.xx for the Chat Transcript, Create Email, Create SMS, Email Forward, and Email Response blocks, supports the Orchestration Server <ixn:createmessage> tag associate attribute. See Using eServices Blocks, section Associate New Interaction. This property requires Orchestration Server version 8.1.400.45+.

Do Not Thread Property

Find this property's details under Common Properties.

Open Media Property

Select true or false to indicate if the e-mail response is a result of an incoming open media interaction. Note: If you select true, this Email Server property above should reflect the e-mail server that has been adapted to handle the appropriate media type.

Output Queue Property

Find this property's details under Common Properties.

Starting with Release 8.1.410.14, you can use a queue defined in referenced Projects. For more information, see Adding an Interaction Queue.

Response Type Property

Select one of the following Interaction Subtypes:

- **Acknowledgement**
- **Autoresponse**
- **Notification**

For more information, see the Create Notification Use Case section above.

Some of the **Properties** under the **Message Settings** section may not be applicable based on the **Response Type** selected. Even if you are able to specify a value for all properties, values for those properties that are not applicable are ignored. The table below provides you a list of the applicable and non-applicable properties for each **Response Type**:

Response Type	CC	Exclude Email Addresses	Field Codes	From	Include Original Message Into Reply	Standard Response	Subject	To
Autoresponse	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Acknowledgement	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Notification	No	No	Yes	Yes	Yes	Yes	Yes	Yes

Note: The not applicable properties will also not work when using an **External Service** block, based on the External Services Protocol.

CC Property

Find this property's details under Common Properties.

Exclude Email Addresses Property

Find this property's details under Common Properties.

Field Codes 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.

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.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.