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Composer Help

[Send Email Block](#)

Send Email Block

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Use this block to send an e-mail waiting in a queue that was previously created using the [Create Email](#) block. Note: The Send Email block should only be used if the output queue ([Create Email block](#)) property is set. If this property is not set, the Orchestration platform will automatically send the e-mail via an internal Orchestration queue, and therefore the Send Email block is not needed.

Special Note on Cc, From, and Exclude Addresses 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).

Important

For the Create Email, Email Forward, Email Response, Send Email, Chat Transcript and CreateSMS blocks, Orchestration Server does not copy User Data from any Interaction into an outgoing ESP request. Currently there is no attribute support to overwrite this behavior. If User Data must be included as part of the above blocks, use [External Service blocks](#) or [SCXML State blocks](#) to directly call the ESP methods (\\CFGEmailServer\\Email\\Forward and \\CFGEmailServer\\Email\\Send).

The Send 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](#).

E-mail to Send Property

Select the variable containing the e-mail to send.

Message Delivery Notification Property

Select true or false to indicate if the message being sent should include a request for a return message indicating whether and how the original message was delivered.

- If one of the SMTP servers involved in the transport of the original e-mail fails to deliver it, the return message will come into the system with Configuration Database Interaction Subtype InboundNDR. It contains no additional information.
- If the original e-mail is successfully delivered, the return message will come into the system with a Configuration Database Interaction Subtype InboundReport. It uses attached data to indicate delivery statuses such as delayed, delivered, relayed, and so on.

For details on Interaction Subtype handling, see the E-mail Server Java: Advanced Topics section of the *Ongoing Administration and Other Topics* chapter of the *eServices/Multimedia 8.1 User's Guide*.

Message Disposition Notification Property

Select **true** or **false** to indicate if the message should include a request for a return message indicating what happened to the original message after it was delivered. For example, the return message may indicate whether the original message was displayed, printed, deleted without displaying, and so on.

Exceptions Property

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

CC Property

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

Exclude Email Addresses Property



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

From Property

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

Header Fields Property

Use this property to specify additional message headers through a list of key-value pairs of literal values or application variables. Header fields are used to add/overwrite headers to the e-mail message when it is sent. They are passed to E-mail Server and the latter will create the e-mail message with these custom headers and will take the form of `<headervalue>:<headervalue>`. Examples of typical header names are: Received, Return-Path, X-MIMETrack, Subject, Sender, From, To, Cc, Bcc To enter the Header Fields property:

1. Click under Value to display the  button.
2. Click the  button to open the Header Fields dialog box.
3. Click **Add** to open the Key Value Pairs dialog box.
4. For **Key**, enter a key (see above description).
5. For **Value**, enter the literal value or select a variable for the value. The Header Fields dialog box reflects your entry.

Subject Property

Use this property to override the subject specified in the [Create E-mail block](#). Enter the Subject line of the e-mail.

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.