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## Composer Help

Email Response Block

# Email Response Block

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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
<b>Autoresponse</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Acknowledgement</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Notification	No	No	Yes	Yes	Yes	Yes	Yes	Yes
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**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.