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eServices Field Codes Reference Manual

Interaction Object

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Interaction Object

The Interaction object is the currently processed interaction that is built from a standard response and includes Field Codes.

- For Acknowledgement, Redirect, Autoresponse, Chat Transcript, Forward, and Reply From External Resource strategy objects, this Interaction object handles EmailIn.
- For the Send object, which only supports Field Codes for this Subject, this Interaction object handles EmailOut.
- This distinction affects the the FromAddress and ToAddresses properties.

The properties for this object include:

Id

[+] Id

Description

Returns the Interaction's ID.

Syntax

Interaction.Id

DateCreated

[+] DateCreated

Description

Returns the Date/Time at which this Interaction was created in the system.

Syntax

Interaction.DateCreated

Subject

[+] Subject

Description

Returns the Subject of this Interaction.

Syntax

Interaction.Subject

ToAddress

[+] ToAddress

Description

Returns the recipient (To field) of this Interaction.

Syntax

Interaction.ToAddress

Important

For the Send strategy object, this syntax translates into the current EmailOut.ToAddresses. For the Acknowledgement, Redirect, Autoresponse, Chat Transcript, Forward, and Reply From External Resource strategy objects, this translates into the current EmailIn.ToAddresses.

FromAddress

[+] FromAddress

Description

Returns the originator (From field) of this Interaction.

Syntax

Interaction.FromAddress

Important

For the Send strategy object, this syntax translates into the current EmailOut.ToAddresses. For the Acknowledgement, Redirect, Autoresponse, Chat Transcript, Forward, and Reply From External Resource strategy objects, this translates into the current EmailIn.FromAddresses.

AttachedData

[+] AttachedData

Description

Returns the attached data (Interaction Attribute) value associated with a specified key. The value can be either a string or a number.

Syntax

Interaction.AttachedData ("Key")

Example

```
Interaction.AttachedData ("ParentId")
Interaction.AttachedData ("Language")
```

TimeZone

[+] TimeZone

Description

Returns the time zone of the parent interaction (Interaction in general). The value is a string formatted as "GMT", "GMT+"hh.mm, or "GMT-"hh.mm.

Syntax

Interaction.TimeZone.

Examples

GMT+01.00 indicates a Paris time zone.
GMT-04.00 indicates a Canada east coast (Maritimes) time zone.
GMT-05.00 indicates an eastern U.S./Canada time zone.

