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Genesys Knowledge Management User Guide

Using Your Own Data in Standard Responses

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Using Your Own Data in Standard Responses

It is possible to incorporate data that you keep external to Universal Contact Server into your standard responses (including automated responses). This data could include case numbers, account information, and so on. Remember that attached data always consists of key-value pairs.

Incorporating external data into standard responses is a two-step process:

1. Retrieve the external information and add it to the interaction as attached data. One place to do this is in a routing strategy (see [Interaction Routing Designer Help](#)).
2. Now that you have attached the data to the interaction, you can use the `AttachedData` property of the `Interaction` object to access the data and incorporate it into your standard response. The `AttachedData` property requires one argument, which is the key name. The result of the following formula is the value associated with the `OrderStatus` attached-data key:

```
<$Interaction.AttachedData("OrderStatus")$>
```