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Genesys Knowledge Management User Guide

Using UCS Data in Standard Responses: System Variables

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Using UCS Data in Standard Responses: System Variables

In the example given in [Field Codes Overview](#), the `Contact.FirstName` retrieves a piece of data about the interaction. The ability to access interaction data is perhaps the most frequent use of field codes. Although field code formulas can be very complicated, many simply retrieve a single piece of data, such as a contact's name.

You access Universal Contact Server data using predefined variables, called "system variables."

These variables access three predefined objects. Each object has a name and a set of properties. In the example, `Contact` is an object and `FirstName` is one of its properties. The system variable `Contact.FirstName` retrieves the value of the `FirstName` property of the `Contact` object.

In similar fashion, there is a system variable for each object+property pair. The objects and properties that you can use in field code formulas are described in the following sections.

Interaction

This object represents the particular interaction being worked on, such as an inbound e-mail. These are its properties:

- `Id`
- `DateCreated`
- `Subject`
- `ToAddress`
- `FromAddress`
- `AttachedData`
- `TimeZone`

Contact

This object represents the contact associated with the interaction being worked on. These are its properties:

- `Id`
- `Title`
- `FirstName`
- `LastName`
- `FullName`

- PrimaryPhoneNumber
- PrimaryEmailAddress

Agent

This object represents the agent working on the interaction. These are its properties:

- FirstName
- LastName
- FullName
- Signature

Important

Automated responses use the default agent. Create the default agent as a Person object just like any other in Configuration Manager. Then select this Person on the Automated Reply Agent screen of the E-mail Server configuration wizard (or set this Person as the value of the autobot-agent-login-name option in the E-Mail Processing section of the E-mail Server Java application). Since this is the Person who the automated response appears to be from, you may want to name it after your company or institution.