eServices Manager Plug-in for GAX

Field Codes

12/14/2025

Field Codes

Although Field Codes are used mostly in standard responses, they are the most complex and powerful aspect of standard responses, so they are described in this separate section.

eServices Manager enables you to create a wide range of Field Codes types, from simple Field Codes that function similarly to a Mail Merge-type word processor feature to complex Field Codes that include multiple objects, formulas, and constants (see Using a Complex Field Code for an example).

Once you create a Field Code, you can use it in multiple standard responses.

The interface for creating Field Codes is simple; creating really useful Field Codes requires a deeper understanding of how Field Codes can be constructed. How to Create and Insert Field Codes provides step-by-step instructions, with links to detailed reference information at the relevant places.

The reference information consists of the following topics:

- Field Code Variables
- Using Formulas in Field Codes
- Field Code Examples

> ## Tip
> You can cut, copy, paste, and delete Field Codes as well as other Knowledge Management objects.

Field Codes Overview

The main use of field codes is to particularize standard responses.

For example, you can use the field code <$Contact.FirstName$> in a response beginning Dear <$Contact.FirstName$>, which you send to dozens of recipients. In each message, <$Contact.FirstName$> is replaced by the first name of the addressee of the message (the contact) as listed in the Universal Contact Server database.

More generally, a "field code" is a formula that you insert into an outgoing text object, such as an email that E-mail Server generates when triggered to do so by a routing strategy object.

The most common type of such text object is a standard response (triggered by an Autoresponse or Acknowledgement object), but you can also insert field codes into other types, such as chat transcripts, SMS messages, and forwarded or redirected emails. In some cases, the only place you can insert a field code is in the Subject line using the **Format** tab in a strategy object.

The following is a complete list of the strategy objects that can use field codes either in a standard

response or in the Subject line:

- Acknowledgement
- Autoresponse
- ChatTranscript
- Create EmailOut
- Create Notification
- Create SMS
- Forward
- RenderMessageContent

The following is a complete list of the strategy objects that can use field codes only in the Subject line:

- Redirect
- Reply from External Resource
- Send

When a text object containing such a formula is processed, the following happens:

1. The formula performs an operation, which produces a result.
2. The result replaces the field code in the text object.

This process of performing an operation and substituting its result is called "rendering."

Important
Field codes can be used in outgoing text objects only.

A complete reference list of field codes is available in the Genesys eServices Field Codes Reference Manual.