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Genesys Knowledge Center User's Guide

[Objects](#)

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Objects

The following objects can be accessed through Field Codes:

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Agent Object

The Agent object is associated with the Interaction object. For an automated reply, this object is the agent whose login name equals the E-mail Server autobot-agent-login-name option (see option description in the [eServices Reference Manual](#)) in its email-processing section.

FirstName

[+] FirstName

Description

Returns this agent's first name.

Syntax

Agent.FirstName

LastName

[+] LastName

Description

Returns this agent's last name.

Syntax

Agent.LastName

FullName

[+] FullName

Description

Returns this agent's full name (first and last).

Syntax

Agent.FullName

Signature

[+] Signature

Description

Returns this agent's signature.

Syntax

Agent.Signature

Contact Object

The Contact object is associated with the current EmailIn interaction. The properties include:

Id

[+] Id

Description

Returns this contact's ID.

Syntax

Contact.Id

FirstName

[+] FirstName

Description

Returns this contact's first name.

Syntax

Contact.FirstName

LastName

[+] Lastname

Description

Returns this contact's last name.

Syntax

Contact.LastName

FullName

[+] FullName

Description

Returns this contact's full name (first and last).

Syntax

Contact.FullName

Title

[+] Title

Description

This contact's title (for example, Mr., Ms., and so on).

Syntax

Contact.Title

PrimaryEmailAddress

[+] PrimaryEmailAddress

Description

Returns this contact's primary e-mail address.

Syntax

Contact.PrimaryEmailAddress

PrimaryPhoneNumber

[+] PrimaryPhoneNumber

Description

Returns this contact's primary phone number.

Syntax

Contact.PrimaryPhoneNumber

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.