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Genesys Knowledge Center User's Guide

[Objects](#)

Contents

- 1 Objects
 - 1.1 Agent Object
 - 1.2 Contact Object
 - 1.3 Interaction Object

Objects

The following objects can be accessed through Field Codes:

- [Agent Object](#)
- [Contact Object](#)
- [Interaction Object](#)

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.