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Genesys Engage Digital (eServices)

outbound-collaboration-invite Section

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- `attach-parent-email`
- `attach-parent-email-masquerading-from-address`
- `quote-parent-email`

attach-parent-email

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the original e-mail is included as an attachment in an outbound-collaboration-invite e-mail. A value of "true" indicates that the original e-mail will be included.

attach-parent-email-masquerading-from-address

Default Value:

Valid Values: Any valid string

Changes Take Effect: Immediately

Specifies what to do to the From address of the attached e-mail. This can be used to prevent an external agent from replying directly to a customer. The from address of the attached e-mail is replaced by the specified string, such as Noreply. If left blank, the from address is not changed.

Important

This option is applicable only if the option `attach-parent-email` is set to true.

quote-parent-email

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the original e-mail is quoted in the body of an outbound-collaboration-invite e-mail. A value of "true" indicates that the original e-mail will be quoted.