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## Composer Help

Email Forward Block

# Email Forward Block

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Use to send an incoming e-mail to an external address, such as for agent collaboration. This block combines the functionality of IRD's Forward E-mail, Redirect E-mail, and Reply E-mail from External Resource objects. The **Forward Type property** specifies the type of functionality by allowing you to select Forward, Reply to Customer, or Redirect.

- The difference between Forward and Redirect is as follows: Use the Forward functionality when there is an expectation of getting a response back. Use the Redirect functionality when there is no expectation of getting a response back.
- Reply To Customer works with the Forward functionality. It takes the resulting external resource reply inbound e-mail as input, extracts the external resource reply text from it, creates a customer reply outbound e-mail, and submits the e-mail to Interaction Server using the specified interaction queue.

Note: An "external resource" is a name for any object outside the contact center. It may be an external agent or another contact center. Configure external e-mail addresses as E-Mail Accounts Business Attributes in the Configuration Database.

## Use Case for Forward and Reply to Customer

1. An e-mail about a product defect arrives to the contact center, initiating a routing workflow.
2. Based on content analysis, the contact center determines that it must be replied to by an outsource partner responsible for supporting the defective product.
3. The routing workflow invokes the Forward functionality of this block, and the e-mail is sent to an external address. The e-mail uses text from the Standard Response Library to indicate to the outsourcer what the service-level agreement is on such customer inquiries.
4. The outsourcer partner replies to the e-mail with a response on the defective product.
5. The routing workflow then employs the Reply to Customer capability. It take the response from the outsourcer partner, reformats it appropriately, and sends it as a response to the original customer inquiry.

## Use Case for Redirect

Use the redirect functionality to send an incoming e-mail to an external address without expecting a response or when there is no need for further processing.

1. An inbound e-mail interaction initiates a routing workflow.
2. Based on a content analysis of the e-mail, the e-mail is re-directed to the Brokerage business unit that is outside of the contact center.
3. The e-mail is handled directly by a broker (knowledge worker) in the Brokerage business unit. The contact center does not expect a response, or to be involved in further processing of the email.

## Special Note on Cc, From, and Exclude Addresses Properties

The Literal and Variable types can have a value set to an actual e-mail address, e.g., joe@test.com, or refer to the name of a previously configured e-mail address from Configuration Server (e.g., if Tech Support is configured as a Configuration Server E-mail Accounts Business Attribute, then Tech Support can be the value for the Literal type and the Orchestration platform will use that e-mail address.

The E-mail Forward block has the following properties:

### Name Property

Find this property's details under [Common Properties](#).

### Block Notes Property

Find this property's details under [Common Properties](#).

### Email Server Property

Find this property's details under [Common Properties](#).

### Exceptions Property

Find this property's details under [Common Properties](#).

### Do Not Thread Property

Find this property's details under [Common Properties](#).

### Forward Type Property

As described at the start of this topic, select one of the following:

- **Forward**—forward to an external resource with the expectation of getting a response back
- **Reply to Customer**—takes the reply inbound e-mail as input, extracts the reply text from it, and

creates a customer reply outbound e-mail

- **Redirect**—forward to an external resource with no expectation of getting a response back

## CC Property

Find this property's details under [Common Properties](#).

## Exclude Email Addresses Property

Find this property's details under [Common Properties](#).

## Field Codes Property

Find this property's details under [Common Properties](#).

## From Property

Find this property's details under [Common Properties](#).

## Include Original Message Into Reply Property

Find this property's details under [Common Properties](#).

## Standard Response Property

Find this property's details under [Common Properties](#).

## Subject Property

Find this property's details under [Common Properties](#).

## To Property

Find this property's details under [Common Properties](#).

## Interaction ID Property

Find this property's details under [Common Properties](#).

## Output Result Property

Find this property's details under [Common Properties](#).

## Detach Property

Find this property's details under [Common Properties](#).

## Detach Timeout Property

Find this property's details under [Common Properties](#).

## Condition Property

Find this property's details under [Common Properties](#).

## Logging Details Property

Find this property's details under [Common Properties](#).

## Log Level Property

Find this property's details under [Common Properties](#).

## Enable Status Property

Find this property's details under [Common Properties](#).