Composer Help

Render Message Block

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Render Message Block

Contents

Use the Render Message block to request Universal Contact Server to create message content. You can create message content using text from either the Message Text to Render property, the Result property, or User Data. This block causes Universal Routing Server to generate a request to Universal Contact Server for the method RenderMessageContent. The primary reason for this block is to create message content for use in the Create SMS block, which does not allow you to use either Standard Response Library text or Field Codes when defining the message text.

Important! See Mandatory Data for UCS Blocks.

Accessing the Rendered Message

The results of this request to the Universal Contact Server can be accessed by the Composer developer in two ways. You may:

- Assign the result to an application variable.

- Have the result attached to the current interaction.

Use Case

1. An inbound e-mail interaction initiates a routing strategy (routing workflow).

2. The e-mail is classified based on the email subject and keywords.

3. The routing workflow logic creates a message to send to the customer by SMS. The SMS message text is rendered by pulling data from the Standard Response Library, using Field Codes to insert the customer's name into the message text.

4. The SMS interaction is created in the routing workflow and then sent to the customer.

The Render Message 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.

Exceptions Property

Find this property's details under Common Properties. Also see
Exception_Events_for_eServices_UCS_Blocks. Exceptions supported: 105, 201, 203, 510, 701, 710,
716, 732.

Interaction ID Property

Find this property's details under Common Properties.

Result Property

Click the down arrow under Value and select the variable to hold the rendered text.

- When the **Message Text to Render** property is **Variable**, **Literal**, **UserData** or **UserDataVariable**, the Result variable holds the rendered text.

- When the **Message Text to Render** property is **ConfigServer**, the Result variable holds a JSON object having the three properties: Subject, Text and StructuredText.

Field Codes Property

When using a standard response to render message text, use this property to assign values to Field
Code variables that have been defined in Knowledge Manager (as described in the eServices 8.1
User's Guide) and used in that standard response. Universal Contact Server requires values for Field
Codes when using standard responses that include Field Codes.

1. Click under Value to display the button.

2. Click the button to open the Field Codes dialog box.

3. Click **Add**. A second dialog box opens for specifying Field Codes and values.

4. Type the name of the Field Code.

5. Select **Literal** or **Variable**.

   - If you select **Variable**, select the variable the contains the Field Code value.

   - If you select **Literal**, enter the value for the Field Code.

Message Text to Render Property

Use to specify the content to be rendered using Universal Contact Server.

1. Click under Value to display the [icon] button.

2. Click the [icon] button to open the Message Text to Render dialog box.

3. The next step depends on the source for the rendered text.

   - If you connected Configuration Server and wish to use a standard response, select **Configuration Server** from the **Type** dropdown menu. In the **Value** field, select the name of the standard response from the tree. Note: For a standard response to be selectable in this dialog box, you must first define it in Knowledge Manager for the same tenant selected when connecting to Configuration Server. You must also approve its use and make it active. The Knowledge Manager procedures for setting the Acknowledgement and Approved flags, and making the standard response Active are covered the *eServices 8.1 User's Guide*. See "Filling Out the Additional Tab" in the chapter on Knowledge Management Basics.

   - To type the rendered text, select **Literal** and enter the text in the **Value** field.

   - To have the rendered text taken from the interaction's User Data, select **UserData**. In the **Value** field, enter the User Data keys.

   - To have the rendered text taken from a variable in the User Data, select **UserDataVariable**. In the **Value** field, select the name of the variable.

   - To have the rendered text taken from a variable (Project or Workflow), select **Variable**. In the **Value** field, select the name of the variable.

Tenant Property

Find this property's details under Common Properties.

Universal Contact Server Property

Find this property's details under Common Properties.

Update Interaction User Data 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.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.