GENESYS

Composer Help

Create E-mail Block

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Create E-mail Block

Contents

Use this block to create an e-mail message to be sent out to a customer or another agent and to specify the interaction queue where the outbound e-mail should be placed. The selected interaction queue appears as a workflow-generated block in the interaction process diagram.

To create the e-mail text, you have the following options:

- Use text from your Standard Response Library (SRL). In this case, you must specify the SRL identifier defined in eServices/Multimedia Knowledge Manager.

- Use text associated with the default/active Standard Response for a specified Knowledge Manager Category code. In this case, you must specify the Category code defined in Knowledge Manager.

Category trees are a means of organizing and gaining access to the library of Standard Responses. In the Universal Contact Server Database, each Standard Response must be associated with at least one Category code. Content Analyzer can classify an incoming e-mail in terms of the Category tree.

See the eServices documentation, *Knowledge Manager 8.1 Help* for more information on Standard Responses and Category codes.

Use Case

1. An inbound interaction initiates a routing workflow.

2. Based on the interaction the customer is identified and the User Data of the interaction is updated.

3. The User Data is then assigned to variables and is used to create an e-mail response with the First Name, Last Name and the contact address of the customer.

4. The e-mail created for this customer uses the User Data to find an appropriate response from the Standard Response Library as well. The Standard Response selected is based on some purpose inferred from the customer's original e-mail.

Important

For the Create Email, Email Forward, Email Response, Send Email, Chat Transcript, and CreateSMS blocks, Orchestration Server does not copy User Data from any Interaction into an outgoing ESP request. Currently there is no attribute support to overwrite this behavior. If User Data must be included as part of the above blocks, use External Service blocks or SCXML State blocks to directly call the ESP methods (\\CFGEmailServer\\Email\\Forward and \\CFGEmailServer\\Email\\Send).

Special Note on From and To 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 platform will use that e-mail address).

The Create E-mail 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.

Associate New Interaction Property

This property, introduced in Composer 8.1.420.xx for the Chat Transcript, Create Email, Create SMS, Email Forward, and Email Response blocks, supports the Orchestration Server <ixn:createmessage> tag associate attribute. See Using eServices Blocks, section Associate New Interaction. This property requires Orchestration Server version 8.1.400.45+.

Create New Interaction Property

Select true or false to indicate whether a new interaction record should be created in the Universal Contact Server Database for this outbound e-mail. The default is false.

Do Not Thread Property

Find this property's details under Common Properties.

Output Queue Property

Find this property's details under Common Properties.

Starting with Release 8.1.410.14, you can use a queue defined in referenced Projects. For more information, see Adding an Interaction Queue.

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.

Use Subject From SRL Property

Find this property's details under Common Properties.

Interaction ID Property

Find this property's details under Common Properties.

Related Interaction ID Property

Select a variable for the current interaction ID or keep the default, which is system.InteractionID. For information on the value, see the Entry block, Variables property, System Variables.

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.

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.