GENESYS™

eServices Field Codes Reference Manual

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This guide describes eServices Field Codes that are used in standard responses.

With field codes, you can compose standard responses that are automatically personalized when they are used. This feature is very similar to the Mail-Merge feature in word-processing applications such as Microsoft Word. Consider, for example, this standard response:

```
Dear <$Contact.FirstName$>,

…....

<$Agent.Signature$>
```

This response has two field codes. When an agent inserts this response into an e-mail, the first field code, `<$Contact.FirstName$>`, is replaced by the contact's first name as it appears in Universal Contact Server. The second field code, `<$Agent.Signature$>`, is replaced by the agent's signature as it appears in Configuration Manager.

For example, if an agent named Danielle uses this standard response while replying to an e-mail from a contact named Sam, the result might look like this:

```
Dear Sam,

…

Thank you for choosing My Cloud Security Systems.

Sincerely,
 Danielle Rodriguez
 Customer Support
 www.MCSS.com
```

See the "Field Codes" section of the Knowledge Manager User's Guide for information on how to use field codes in standard responses.

The remainder of this manual provides the following reference sections:

- Escape Codes and Sequences
- Data Types
- Operator Precedence

- Named Constants
- Functions
- Objects