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Genesys Knowledge Management User Guide

Using a Complex Field Code

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The following is an example of a complex field code:

```
<$ If (Time() - Interaction.DateCreated > 14, "Please accept our apologies for not having replied sooner. ", "") $>
```

This field code inserts a tardiness apology if more than 14 days have elapsed since the interaction first entered the system. It uses the function `If`, which has these properties:

- Its syntax is `If (Boolean, TrueResult, FalseResult)`
- If `Boolean` evaluates to `True`, it returns the second argument.
- If `Boolean` evaluates to `False`, it returns the third argument.

In this example the three arguments of `If` are as follows:

1. `Time() - Interaction.DateCreated > 14` A formula that returns `True` if the difference between the date created and the current system time is more than 14 days. (The result of a mathematical operation on dates is given in days.)
2. `"Please accept our apologies for not having replied sooner. "` A text string apologizing for tardiness, inserted if the formula evaluates to `True`.
3. The null string: if the reply is not late (the formula evaluates to `False`), nothing is inserted in it.