

# **GENESYS**

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# eServices Manager Plug-in for GAX

How to Create and Insert Field Codes

## How to Create and Insert Field Codes

Using Field Codes includes:

- · Creating and Editing Field Codes
- Inserting Field Codes into a Standard Response

### Creating and Editing Field Codes

On the **Field Codes** tab, you can either click the New (plus sign) icon or select a field code and click the Edit (gear) icon. The **Field Code** window appears:



Field Code

#### Notes:

- A detailed discussion of variables in eServices Manager is available.
- The Text field must conform to the rules described in Using Formulas in Field Codes.
- Click the Validate (ABC with checkmark) icon to verify that the field code is well-formed (that is, that it has no typographical errors, missing parentheses, and so on).

#### [+] You can create or edit custom variables.

- Click the Edit Custom Variables (page with plus sign) icon. The Custom Variable dialog box appears. As usual, select a variable and click Edit, or click the New icon.
- Names must consist only of alphanumeric characters or underscores.
- · A default value is mandatory.

For detailed help constructing Field Codes, see Using Formulas in Field Codes.

For examples showing the use of a custom variable and of a complex Field Code, see Field Code Examples.

## Inserting Field Codes into a Standard Response

To insert Field Codes,

- Create a new Standard Response or open an existing one for editing, then click Insert Field Code (on either the General or Structured Body tab). The resulting window displays a list of all the available field codes.
- 2. Select a field code and click **OK** to insert it, together with its required delimiters (<\$ \$>), into the Standard Response.
- 3. Click **Render Field Codes** to see the standard response with the Field Codes rendered, showing the default values for each Field Code.