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# Interaction Properties Reference Manual

Business Properties

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# Business Properties

Business Properties are set by media servers, so it is safe to change these properties only if they are not used by any media server in your solution.

Business Properties are stored in two ways. The two properties listed in the following table are stored as independent fields, so you can use them on the Condition and Order tabs of Views in Business Processes.

This table lists the following about system properties:

- Property name as it appears in protocol messages
- Field name in the interactions table, if the property is stored as an independent field
- Data type
- Short description

## Business Properties Stored as Independent Fields

| Name             | Name In Interactions Table | Type    | Description                                                                                                                                                             |
|------------------|----------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ServiceObjective | service_objective          | Integer | Time objective for servicing the interaction. The contact center may define a service objective for each combination of customer segment, service type, and media type. |
| Priority         | priority                   | Integer | Indicates whether e-mail should receive special processing                                                                                                              |

All other Business Properties, listed in the following table, are stored in the `flexible_properties` field. To use them on the Condition, Order, or Segmentation tabs of Views in Business Processes, you must **create Custom Properties** that correspond to them.

## Business Properties Stored in FlexibleProperties

| Name   | Type   | Description                                             |
|--------|--------|---------------------------------------------------------|
| Caseld | String | Case identifier. Use and meaning to be defined by user. |

| Name            | Type   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CategoryId      | String | Category identifier obtained by routing strategy request for e-mail classification                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| ContactId       | String | Customer identifier in the UCS database. Provided by UCS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| DispositionCode | String | Code for moving the interaction somewhere else                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| FromAddress     | String | Taken from e-mail interaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| FromPersonal    | String | Name of person who sent the interaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Header_*        | String | Content of the header of an e-mail. Do not change.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Mailbox         | String | Mailbox of addressee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| ReasonCode      | String | Code for reason for the operation that caused the event; for example, normal, autoresponse, sent, forwarded, or redirected. Set by routing strategy Stop object.                                                                                                                                                                                                                                                                                                                                                         |
| CustomerSegment | String | Code for the customer's revenue potential; for example, Gold, Silver, Bronze. May be assigned as a result of database lookup based on sender name. Routing strategy sets this property.                                                                                                                                                                                                                                                                                                                                  |
| ServiceType     | String | Code for type of service being requested; for example, Sales, Service, Information. Routing strategy sets this property.                                                                                                                                                                                                                                                                                                                                                                                                 |
| Subject         | String | Taken from e-mail interaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| To              | String | Destination e-mail address of an e-mail or web form. Do not change. This property is required if you use the Chat Transcript object in routing strategies. It supplies the value for the To field of the outbound e-mail that sends the chat transcript. One way to give this property a value is in a routing strategy; for details, see "Chat Transcript" under "eServices (Multimedia) Objects" in the "Interaction Routing Designer Objects" chapter of the <a href="#">Universal Routing 8.1 Reference Manual</a> . |