



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Interaction Properties Reference Manual

Business Properties

12/17/2025

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 Universal Routing 8.1 Reference Manual .