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eServices Manager Administrator's Guide

Field Code Examples

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- Administrator

View examples of the use of field codes.

Related documentation:

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Using a custom variable

Purpose: This is a simple example of the use of a custom variable in a standard response.

Prerequisites

This example assumes a category tree that includes categories called Cookbooks, Mysteries, and Reference.

Steps

1. In eServices Manager:
 1. Create a custom variable called QueryTopic (see See Creating field codes).
 2. Create a field code called Query_Topic that consists of the variable QueryTopic.
 3. Create a standard response of type Autoresponse called AUTO that includes the sentence Thank you for your inquiry about .
 4. Create the following screening rules:
 - Cookbook: RegExFind("cook") | | RegExFind("recipe") | | RegExFind("food") | | RegExFind("cuisine")
 - Mystery: RegExFind("murder") | | RegExFind("crime") | | RegExFind("case of the") | | RegExFind("detective")
 - Reference: RegExFind("dictionar") | | RegExFind("encyclopedia") | | RegExFind("almanac")
2. In Interaction Routing Designer, create a strategy that applies these screening rules one after the other, assigning a different value to the custom variable for each screening rule:
 1. Create a variable called var_screen.
 2. Create a strategy. Start the strategy with a Screen object. On the General tab of the Screen object, select the Cookbook rule.
 3. On the Result tab, click Assign values of the key-value pairs. Then under Output values select var_screen for Variable and enter ScreenRuleMatch for Key from output.
 4. Connect the Screen object to a Generic Segmentation object. Create two segments: var_screen =

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.

Next steps

Go on to create and manage Screening Rules.