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eServices Manager Administrator's Guide

[Create and Insert Field Codes](#)

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- Administrator

Learn how to create field codes and include them in your standard responses.

Related documentation:

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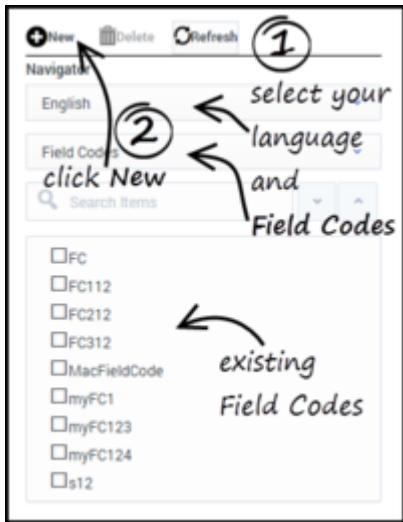
Field Codes in Standard Responses are placeholders for data that changes over time or by customer. Create Field Codes and include them in your Standard Responses.

- Creating Field Codes
- Inserting Field Codes into a Standard Response

Creating Field Codes

From the eServices Manager browser window:

1. Select the language and **Field Codes** from the drop-down menus.
2. Click **New**.



3. To configure your new Field Code, enter the properties you need in the Field Code configuration pane and then click **Save**.

Field Code

Choose the variables you want

then click Insert

the selected variables appear in the Text field

1

2

3

The new Field Code appears in the Category Tree pane. You can edit a Field Code anytime by double-clicking it in the Category Tree.

4. Enter a name and (optionally) a description for the field code.
5. Select System and/or Custom variables from the drop-down lists.
6. Click **Insert** to populate the text box with the selected variables.
See a detailed discussion of variables in eServices Manager.

If the custom variable you need is not in the list, you can create a custom variable:

1. Click **Create Custom Variable**. The Custom Variable dialog box appears.
2. Enter a name (required) and description (optional).

Important

The name must consist only of alphanumeric characters or underscores.

3. Select **String** or **Integer** for the type.
4. Enter a default value. This is mandatory.
5. Click **Add**. The new custom variable appears in the list.

Important

You can also use this dialog box to edit and delete (Remove) existing custom variables.

6. Click **OK**.
7. Enter any other desired text in the Text field. This text must conform to the rules described in Using Formulas in Field Codes.

8. Click **Check** to verify that the field code is well-formed (that is, that it has no typographical errors, missing parentheses, and so on).

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

Important

Standard Responses that are intended for use in FAQ objects should not contain field codes.

To insert Field Codes:

1. Select a Standard Response from the Category Tree or else create a new Standard Response.
2. You can insert Field Codes in two ways:
 - Plain text version:
 1. Click in the plain text area. A table of field codes displays to the right (if you click elsewhere the table disappears).
 2. Drag and drop the field code from the table into the standard response.
 - HTML version:
 1. Move the cursor to the right to make the field code table display.
 2. Double-click a field code to insert it in the standard response.
3. Click **Insert Field Code** to display a list of all the available field codes.
4. Select a field code and click **OK** to insert it, together with its required delimiters (), into the Standard Response.
5. Click **Check Field Codes** to see the standard response with the Field Codes rendered, showing the default values for each Field Code.