GENESYS™

Field Codes Reference Guide

Agent object

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- Administrator

Learn about the agent object you can access using system variables in field codes.

Related documentation:

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The Agent object is associated with the Interaction object. For an automated reply, this object is the agent whose login name equals the E-mail Server autobot-agent-login option. Contact your Genesys representative to configure this feature.

Name	Description	Syntax
FirstName	Returns this agent's first name.	Agent.FirstName
LastName	Returns this agent's last name.	Agent.LastName
FullName	Returns this agent's full name (first and last).	Agent.FullName
Signature	Returns this agent's signature.	Agent.Signature