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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 |