GENESYS™

Field Codes Reference Guide

Get started

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Learn about the topics covered in the Field Codes Reference Guide.

Related documentation:

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This guide describes Field_Code that are used in Standard_Response. For more information, see [[PEC-ROU/Current/Designer/FieldCodes|]] and [[PEC-ROU/Current/Designer/StandardResponses|]].

With field codes, you can compose standard responses that are automatically personalized when they are used. This feature is very similar to the Mail-Merge feature in word-processing applications such as Microsoft Word. Consider, for example, this standard response:

```
Dear ,

...
```

This response has two field codes. When an agent inserts this response into an email, the first field code, , is replaced by the contact's first name as it appears in Universal Contact Server. The second field code, , is replaced by the agent's signature as it appears in Configuration Manager.

For example, if an agent named Danielle uses this standard response while replying to an email from a contact named Sam, the result might look like this:

```
Dear Sam,

...

Thank you for choosing My Cloud Security Systems.

Sincerely,
Danielle Rodriguez
Customer Support
www.MCSS.com
```

Topics in this guide

The basics

- Data types
- Operator precedence

- Named constants

Functions

- String functions
- Date and time functions
- Type conversion
- Mathematical functions
- Miscellaneous functions

Objects

- Agent object
- Contact object
- Interaction object