







# Webex Enterprise

## Email Templates and Variables Matrix

<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%AccountActivationURL%	%AccountPassword%	%AdminName%	%allocation queue%	%Amount%	%ApproveURL%	%AttendeeName%	%BillingEnd%	%BrandName%	%ChangePassword%	%ChangePasswordLink%	%clickHere%	%CMRDescriptionHtml%	%CMRDescriptionText%	%CMRJoinURL%	
WebEx Account Change Confirmation																
WebEx Account Upgrade_CM													X	X		
Welcome email for new service									X							
Welcome Emails from Audio-only									X							
Welcome Emails from WebEx Service									X		X					
Welcome Emails from WebEx Service_CM											X					
<i>Number of templates with variable</i>	1	2	3	1	0	1	3	0	9	1	2	1	1	1	1	2







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<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%Comments%	%CompanyName%	%ComputerName%	%ConfCallModerator%	%ConfCallParticipant%	%ConfID%	%ConfirmationUrl%	%ConfirmWords%	%ConfName%	%Content%	%CreditCardLastFourDigits%	%CSRs%	%CurrentPath%	%CustomerEmail%	%CustomerName%	%CustomerPhone%	
WebEx Account Change Confirmation																	
WebEx Account Upgrade_CM																	
Welcome email for new service		X															
Welcome Emails from Audio-only		X															
Welcome Emails from WebEx Service		X															
Welcome Emails from WebEx Service_CM																	
<i>Number of templates with variable</i>	2	3	3	4	3	1	1	1	1	1	2	3	0	3	3	3	









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<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%Date%	%DateTime%	%DeactivatedNumber%	%DisclaimerText%	%DownloadCscFileURL%	%DownloadErrorLogURL%	%DownloadToCalendarLink%	%DownloadToCalendarURL%	%Duration%	%Edit Recording URL%	%Email Address%	%Email%	%emailAddress%	%EmailConfirmLink%
WebEx Account Change Confirmation														x
WebEx Account Upgrade_CMR														
Welcome email for new service														
Welcome Emails from Audio-only														
Welcome Emails from WebEx Service														
Welcome Emails from WebEx Service_CMR														
<i>Number of templates with variable</i>	3	3	1	3	1	2	2	4	2	1	1	3	1	1



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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%EmailFooter%	%EndingTime%	%EndTime%	%EntryLinkURL%	%ErrorCode%	%ErrorMessage%	%ExportFileName%	%ExportStatusPageURL%	%FailCount%	%FailedAccountDetail%	%FailedNumber%	%File%	%FinishDate%	%FinishTime%
Forgot Username Request Notification	x													
Host notification for both Personal Room URL and video address change														
Host notification for Personal Room URL change														
Host Privilege Request Approved	x													
Host Privilege Request Rejected	x													
Import Finished Or Aborted Notification	x								x				x	x
Leave Message Email														
Locked Out Account Notice	x									x				
Media Storage Capacity Hard Limit notification	x													
Media Storage Capacity Warning	x													
Meeting Cancelled	x													
MeetingInfo For Attendee	x													
MeetingInfo For Host														
Missing WebACD Queue Email				x										
New Access Anywhere Approved	x													
New Access Anywhere Rejected	x													
New Access Code	x													
New User Account Approved	x													
New User Account Rejected	x													
Notice For Activated Account	x													
Password Change Timeout Notice	x													
Password Request Rejected	x													
Password Request	x													
Password Security Enhancements Normal Condition	x								x	x				

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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%EmailFooter%	%EndingTime%	%EndTime%	%EntryLinkURL%	%ErrorCode%	%ErrorMessage%	%ExportFileName%	%ExportStatusPageURL%	%FailCount%	%FailedAccountDetail%	%FailedNumber%	%File%	%FinishDate%	%FinishTime%
Password Security Enhancements Process Failed	x													
Request for Service Privileges	x													
Request to share your updated recording link	x													
Require Confirmation Email	x													
Reset WebEx Account password	x													
Response to Your Feedback	x													
Response to Your Support Request														
Service Request Approved	x													
Service Request Received	x													
Service Request Rejected	x													
Share Recordings	x													
Site Administration Inactive Users Report was generated successfully	x											x		
Summary of Attendee Information	x													
Teleconference Meeting Information Updated	x													
Teleconference Meeting Invitation	x													
Teleconference Meeting Reminder to Host	x													
Teleconference Meeting Scheduled	x													
TSP Audio Only For Attendee(Productivity Tools)														
TSP Audio Only For Host(Productivity Tools)														
Updated Teleconference Meeting Invitation	x													
Wait Notification Email														
Wait Threshold Email														
WebACD Allocation Rule Error Notification Email														
WebACD Routing Error Notification Email					x	x								

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<div style="text-align: center;"> <span style="color: green;">Variables →</span>   <span style="color: green;">Templates ↓</span> </div>	%EmailFooter%	%EndingTime%	%EndTime%	%EntryLinkURL%	%ErrorCode%	%ErrorMessage%	%ExportFileName%	%ExportStatusPageURL%	%FailCount%	%FailedAccountDetail%	%FailedNumber%	%File%	%FinishDate%	%FinishTime%
WebEx Account Change Confirmation	x													
WebEx Account Upgrade_CMR														
Welcome email for new service														
Welcome Emails from Audio-only														
Welcome Emails from WebEx Service														
Welcome Emails from WebEx Service_CMR														
<i>Number of templates with variable</i>	50	0	0	1	1	2	1	1	3	1	1	1	2	2



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## Email Templates and Variables Matrix

<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%FirstName%	%ForwardDesc%	%ForwardSubjectDesc%	%FullName%	%HostDisclaimerHtml%	%HostDisclaimerText%	%Host Name%	%HostEmail%	%HostID%	%HostLogonName%	%HostMeetingInfoURL%	%HostName%	%hostpassword%	%HostPhone%
Access Anywhere Requested				X				X						
Access Anywhere Setup Information								X						
Account Signup Notification for Site Admin								X				X		
Admin increased PIN length for site_CM				X				X						
Admin suspended_CM				X				X						
Automated Responses to Users Not Activated								X						
Automated Responses to WebEx Users								X						
Available Recording Notification							X	X						
CMR Info Sharing_CM								X						
CMR Setup Confirmation_CM				X	X	X		X						
CMR Setup Confirmation_VB				X				X						
Confirmation of Meeting Cancellation								X				X		
Credit card declined for PPU Retries				X				X						
Credit card declined for PPU				X				X						
customer support link has expired for agent								X						
Customer support link has expired for site admin								X						
Deactivated Account Notice								X						
Export Finished Or Aborted Notification				X				X						
Failed Auto-Recording notification								X	X			X		
Feedback To Host One								X						
Feedback To Host Two								X						
Feedback To Support								X				X		
Forgot Password Request Notification - Change Password				X				X						
Forgot Password Request Notification - Manage via API								X						
Forgot Password Result Notification - Password Changed				X				X						

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## Email Templates and Variables Matrix

<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%FirstName%	%ForwardDesc%	%ForwardSubjectDesc%	%FullName%	%HostDisclaimerHtml%	%HostDisclaimerText%	%Host Name%	%HostEmail%	%HostID%	%HostLogonName%	%HostMeetingInfoURL%	%HostName%	%hostpassword%	%HostPhone%
Forgot Username Request Notification				X				X						
Host notification for both Personal Room URL and video address change				X	X			X						
Host notification for Personal Room URL change				X	X			X						
Host Privilege Request Approved				X				X						
Host Privilege Request Rejected				X				X						
Import Finished Or Aborted Notification				X				X						
Leave Message Email				X				X						
Locked Out Account Notice								X						
Media Storage Capacity Hard Limit notification								X						
Media Storage Capacity Warning								X						
Meeting Cancelled								X				X		X
MeetingInfo For Attendee								X						X
MeetingInfo For Host								X						
Missing WebACD Queue Email								X						
New Access Anywhere Approved				X				X						
New Access Anywhere Rejected				X				X						
New Access Code				X				X						
New User Account Approved				X				X						
New User Account Rejected				X				X						
Notice For Activated Account				X				X						
Password Change Timeout Notice				X				X						
Password Request Rejected				X				X						
Password Request				X				X						
Password Security Enhancements Normal Condition								X						

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## Email Templates and Variables Matrix

<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%FirstName%	%ForwardDesc%	%ForwardSubjectDesc%	%FullName%	%HostDisclaimerHtml%	%HostDisclaimerText%	%Host Name%	%HostEmail%	%HostID%	%HostLogonName%	%HostMeetingInfoURL%	%HostName%	%hostpassword%	%HostPhone%
Password Security Enhancements Process Failed								X						
Request for Service Privileges								X				X		
Request to share your updated recording link								X				X		
Require Confirmation Email	X							X						
Reset WebEx Account password								X						
Response to Your Feedback								X						
Response to Your Support Request								X						
Service Request Approved				X				X						
Service Request Received								X				X		
Service Request Rejected				X				X						
Share Recordings								X						
Site Administration Inactive Users Report was generated successfully				X				X						
Summary of Attendee Information								X				X		X
Teleconference Meeting Information Updated								X			X	X		
Teleconference Meeting Invitation		X	X					X				X		X
Teleconference Meeting Reminder to Host								X			X	X		
Teleconference Meeting Scheduled								X			X	X		
TSP Audio Only For Attendee(Productivity Tools)								X				X		
TSP Audio Only For Host(Productivity Tools)								X						
Updated Teleconference Meeting Invitation		X	X					X				X		X
Wait Notification Email				X				X						
Wait Threshold Email				X				X						
WebACD Allocation Rule Error Notification Email								X						
WebACD Routing Error Notification Email								X						

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## Email Templates and Variables Matrix

<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%FirstName%	%ForwardDesc%	%ForwardSubjectDesc%	%FullName%	%HostDisclaimerHtml%	%HostDisclaimerText%	%Host Name%	%HostEmail%	%HostID%	%HostLogonName%	%HostMeetingInfoURL%	%HostName%	%hostpassword%	%HostPhone%
WebEx Account Change Confirmation	x							x						
WebEx Account Upgrade_CMR				x	x	x		x						
Welcome email for new service				x				x						
Welcome Emails from Audio-only				x				x					x	
Welcome Emails from WebEx Service				x				x					x	
Welcome Emails from WebEx Service_CMR				x	x	x		x						
<i>Number of templates with variable</i>	2	2	2	36	5	3	1	79	1	0	3	15	2	5







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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%HostPINProfileURL%	%iCalendarText%	%ImportFileName%	%ImportStatusPageURL%	%InvoiceID%	%InvoiceNumber%	%JoinByPhoneEntText%	%JoinByPhoneEntText%	%LastName%	%MeetingLink%	%MeetingNumber%	%MeetingPassword%	%MeetingCost%	%MeetingDate%
WebEx Account Change Confirmation														
WebEx Account Upgrade_CMR														
Welcome email for new service														
Welcome Emails from Audio-only														
Welcome Emails from WebEx Service														
Welcome Emails from WebEx Service_CMR														
<i>Number of templates with variable</i>	2	6	1	1	0	0	1	2	0	0	1	0	0	4









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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%MeetingDateOrRecurrence%	%MeetingInfoInOtherTimezone%	%MeetingInfoURL%	%MeetingNumber%	%MeetingPassword%	%MeetingTime%	%MobileDownloadHtml%	%MonthlyFee%	%N%	%NewEmail%	%NewSuccessCountAdded%	%NewSuccessCountUpdated%	%NO%	%OldEmail%
WebEx Account Change Confirmation										X				X
WebEx Account Upgrade_CMR														
Welcome email for new service														
Welcome Emails from Audio-only														
Welcome Emails from WebEx Service														
Welcome Emails from WebEx Service_CMR							X							
<i>Number of templates with variable</i>	6	2	4	5	7	10	1	0	1	1	1	1	1	1







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<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%OptionalMessage%	%OptionName%	%Owne rname%	%PassWord%	%PasswordOrLink%	%PaymentURL%	%PeopleMinutes%	%percentage%	%Performance%	%Personalized Message%	%PilotNumberDescriptionText%	%PMRMeetURL%	%PpuEmail%	%PpuPhone%	%PpuSupportHours%	%ProductivityToolBenefit%
WebEx Account Change Confirmation																
WebEx Account Upgrade_CM																
Welcome email for new service																
Welcome Emails from Audio-only																x
Welcome Emails from WebEx Service																x
Welcome Emails from WebEx Service_CM																
<i>Number of templates with variable</i>	1	2	1	0	1	0	0	1	3	1	1	2	3	3	1	2









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## Email Templates and Variables Matrix

<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%Profile%	%ProductivityToolsDownloadInstructionsHtml%	%ProductivityToolsDownloadInstructionsText%	%PromotionFreeTrialDescription%	%PromotionFreeTrialURL%	%Question%	%QueueAgent%	%QueueName%	%ReactivateActMsg%	%RecordingInfoURL%	%RecordingLink%	%RecordingTime%	%recursive-sub-queue%	%referringWeb%	%Reliability%	%Request%	
WebEx Account Change Confirmation																	
WebEx Account Upgrade_CM		X	X														
Welcome email for new service																	
Welcome Emails from Audio-only																	
Welcome Emails from WebEx Service																	
Welcome Emails from WebEx Service_CM																	
<i>Number of templates with variable</i>	3	1	1	3	3	3	1	3	1	1	2	2	1	2	3	2	







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<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%Request_Status%	%RequestEnd%	%RequestorName%	%RequestTime%	%ScheduledMeeting%	%SenderEmailAddress%	%ServerName%	%Service Center%	%Service Recording URL%	%ServiceName%	%ServiceNameURL%	%ServiceType%	%ServiceURL%	%Setup%	%SiteAdminEmail%	%SiteAdminHomePageURL%
WebEx Account Change Confirmation																
WebEx Account Upgrade_CMV						X										
Welcome email for new service										X		X				
Welcome Emails from Audio-only												X				
Welcome Emails from WebEx Service										X		X				
Welcome Emails from WebEx Service_CMV						X				X						
<i>Number of templates with variable</i>	2	2	1	1	1	8	2	1	1	17	5	3	1	2	8	1





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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%SiteAdminName%	%SiteAdminPhoneContactInfo%	%SiteBrandName%	%SiteBrandName%:	%SiteHomePageURL%	%SiteID%	%SiteURL%	%StartingTime%	%StartTime%	%Status%	%StatusAction%	%SubAmount%	%Subject%	%SubmitDate%	%SubmitTime%	%subtype%
Forgot Username Request Notification																
Host notification for both Personal Room URL and video address change																
Host notification for Personal Room URL change																
Host Privilege Request Approved																
Host Privilege Request Rejected	X	X														
Import Finished Or Aborted Notification														X	X	
Leave Message Email							X									
Locked Out Account Notice	X						X						X			
Media Storage Capacity Hard Limit notification							X									
Media Storage Capacity Warning							X									
Meeting Cancelled																
MeetingInfo For Attendee																
MeetingInfo For Host																
Missing WebACD Queue Email																
New Access Anywhere Approved																
New Access Anywhere Rejected	X	X														
New Access Code							X									
New User Account Approved																
New User Account Rejected	X	X														
Notice For Activated Account					X											
Password Change Timeout Notice							X						X			
Password Request Rejected	X	X														
Password Request							X									
Password Security Enhancements Normal Condition	X												X			

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<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%SiteAdminName%	%SiteAdminPhoneContactInfo%	%SiteBrandName%	%SiteBrandName%:	%SiteHomePageURL%	%SiteID%	%SiteURL%	%StartingTime%	%StartTime%	%Status%	%StatusAction%	%SubAmount%	%Subject%	%SubmitDate%	%SubmitTime%	%subtype%
Password Security Enhancements Process Failed	x												x			
Request for Service Privileges					x											
Request to share your updated recording link					x											
Require Confirmation Email					x											
Reset WebEx Account password													x			
Response to Your Feedback																
Response to Your Support Request																
Service Request Approved																
Service Request Received																
Service Request Rejected	x	x														
Share Recordings																
Site Administration Inactive Users Report was generated successfully							x									
Summary of Attendee Information																
Teleconference Meeting Information Updated																
Teleconference Meeting Invitation																
Teleconference Meeting Reminder to Host																
Teleconference Meeting Scheduled																
TSP Audio Only For Attendee(Productivity Tools)													x			
TSP Audio Only For Host(Productivity Tools)													x			
Updated Teleconference Meeting Invitation																
Wait Notification Email							x									
Wait Threshold Email							x									
WebACD Allocation Rule Error Notification Email																
WebACD Routing Error Notification Email																

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<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%SiteAdminName%	%SiteAdminPhoneContactInfo%	%SiteBrandName%	%SiteBrandName%:	%SiteHomePageURL%	%SiteID%	%SiteURL%	%StartingTime%	%StartTime%	%Status%	%StatusAction%	%SubAmount%	%Subject%	%SubmitDate%	%SubmitTime%	%subtype%
WebEx Account Change Confirmation																
WebEx Account Upgrade_CM																
Welcome email for new service					X											
Welcome Emails from Audio-only					X											
Welcome Emails from WebEx Service					X											
Welcome Emails from WebEx Service_CM																
<i>Number of templates with variable</i>	9	5	2	2	7	1	12	0	0	1	1	0	8	2	2	0







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<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%SuccessCount%	%SupportEmail%	%SupportLink%	%SupportPhone%	%SupportPhoneHtml%	%SupportPhoneText%	%Tax%	%TechSupportEmailAddress%	%TeleconferenceCost%	%TeleconferenceInfoAttendee%	%TeleconferenceInfoHost%	%TeleconferenceName%	%TeleconferencingInfo%	%TeleconferencingMinutes%	%TimeZone%	%TopicName%
WebEx Account Change Confirmation																
WebEx Account Upgrade_CM																
Welcome email for new service		X		X												
Welcome Emails from Audio-only		X		X												
Welcome Emails from WebEx Service		X		X												
Welcome Emails from WebEx Service_CM		X	X		X	X										
<i>Number of templates with variable</i>	1	4	1	3	1	1	0	2	0	4	5	0	0	0	13	2







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## Email Templates and Variables Matrix

<div style="text-align: center;">Variables →</div> <div style="text-align: center;">Templates ↓</div>	%Topic%	%TotalCost%	%TotalCount%	%TPJoinAddress%	%TPJoinWithHostPINDescriptio nHtml%	%TPJoinWithHostPINDescriptio nText%	%TrialEnd%	%UCFHostVerifyPlayers%	%updateWeb%	%URL%	%UserEmail%	%UserInfomation%	%UserList%	%username%	%Username%	%UserName%
Password Security Enhancements Process Failed																
Request for Service Privileges																
Request to share your updated recording link	X								X	X						
Require Confirmation Email																
Reset WebEx Account password																X
Response to Your Feedback																
Response to Your Support Request																
Service Request Approved																
Service Request Received																
Service Request Rejected																
Share Recordings																
Site Administration Inactive Users Report was generated successfully															X	
Summary of Attendee Information	X															
Teleconference Meeting Information Updated	X															
Teleconference Meeting Invitation	X															
Teleconference Meeting Reminder to Host	X															
Teleconference Meeting Scheduled	X															
TSP Audio Only For Attendee(Productivity Tools)																
TSP Audio Only For Host(Productivity Tools)																
Updated Teleconference Meeting Invitation	X															
Wait Notification Email																
Wait Threshold Email																
WebACD Allocation Rule Error Notification Email																
WebACD Routing Error Notification Email										X						

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<div style="text-align: center;"> <span style="color: green; font-weight: bold;">Variables →</span>   <span style="color: green; font-weight: bold;">Templates ↓</span> </div>	%Topic%	%TotalCost%	%TotalCount%	%TPJoinAddress%	%TPJoinWithHostPINDescriptio nHtml%	%TPJoinWithHostPINDescriptio nText%	%TrialEnd%	%UCFHostVerifyPlayers%	%updateWeb%	%URL%	%UserEmail%	%UserInfomation%	%UserList%	%username%	%Username%	%UserName%	
WebEx Account Change Confirmation																	x
WebEx Account Upgrade_CMR																	
Welcome email for new service																	x
Welcome Emails from Audio-only																	x
Welcome Emails from WebEx Service																	x
Welcome Emails from WebEx Service_CMR														x			
<i>Number of templates with variable</i>	11	0	3	2	1	2	0	1	2	3	2	0	1	1	1	1	11



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<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%WaitTime_Not%	%WaitTime_Tsh%	%WelcomeCMRDescriptionHtm	%WelcomeCMRDescriptionText%	%WelcomePRDescriptionHtm	%WelcomePRDescriptionText%	%WelcomeProductivityToolsDo	wnloadInstructionsHtm%	%WelcomeProductivityToolsDo	wnloadInstructionsText%	Number of variables in template
Forgot Username Request Notification											5
Host notification for both Personal Room URL and video address change											7
Host notification for Personal Room URL change											6
Host Privilege Request Approved											5
Host Privilege Request Rejected											7
Import Finished Or Aborted Notification											17
Leave Message Email		x									11
Locked Out Account Notice											8
Media Storage Capacity Hard Limit notification											4
Media Storage Capacity Warning											5
Meeting Cancelled											11
MeetingInfo For Attendee											15
MeetingInfo For Host											11
Missing WebACD Queue Email											2
New Access Anywhere Approved											4
New Access Anywhere Rejected											7
New Access Code											4
New User Account Approved											4
New User Account Rejected											7
Notice For Activated Account											6
Password Change Timeout Notice											5
Password Request Rejected											6
Password Request											5
Password Security Enhancements Normal Condition											9



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## Email Templates and Variables Matrix

<p style="text-align: center;">Variables →</p> <p style="text-align: center;">Templates ↓</p>	%WaitTime_Not%	%WaitTime_Tsh%	%WelcomeCMRDescriptionHtm	%WelcomeCMRDescriptionText%	%WelcomePRDescriptionHtm	%WelcomePRDescriptionText%	%WelcomeProductivityToolsDo	wnloadInstructionsHtm%	%WelcomeProductivityToolsDo	wnloadInstructionsText%	<i>Number of variables in template</i>
WebEx Account Change Confirmation											7
WebEx Account Upgrade_CM											9
Welcome email for new service											10
Welcome Emails from Audio-only											11
Welcome Emails from WebEx Service											13
Welcome Emails from WebEx Service_CM			x	x	x	x	x	x			19
<i>Number of templates with variable</i>	1	2	1	1	1	1	1	1	1		620