



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

User's Guide

Configure Business Attributes

12/17/2025

Contents

- 1 Configure Business Attributes
 - 1.1 Map Context Services with Business Attributes
 - 1.2 Example of Mapped Values
 - 1.3 Set Default Values for your Business Attributes

Configure Business Attributes

To enable Customer Journey, you must map Context Service keys to Business Attribute key-value pairs as described in this page.

The Business Attribute values are defined in the Tenant. Check the [options reference](#) for additional details.

Important

If you change business attribute values in your configuration, users will need to refresh the Context Services Interface to see the changes taken into account.

Map Context Services with Business Attributes

Click New to create these options

Name	Section	Option	Value
Filter	business	Filter	Filter
business-attributes (11 Items)			
model object.attribute name*	business-attributes	*model object name*.attr...	
business-attributes/Service.disposition	business-attributes	Service.disposition	DispositionCode
business-attributes/Service.media_type	business-attributes	Service.media_type	MediaType
business-attributes/Service.type	business-attributes	Service.type	ContextManagementService
business-attributes/State.disposition	business-attributes	State.disposition	DispositionCode
business-attributes/State.media_type	business-attributes	State.media_type	MediaType
business-attributes/State.type	business-attributes	State.type	ContextManagementState
business-attributes/Task.disposition	business-attributes	Task.disposition	DispositionCode
business-attributes/Task.media_type	business-attributes	Task.media_type	MediaType
business-attributes/Task.type	business-attributes	Task.type	ContextManagementTask
map-names	business-attributes	map-names	true

1. Edit your Context Services application in Genesys Administrator or Configuration Manager.
2. In the **Options** tab, select the **business-attributes** section or the **business-attributes.<TenantID>** section if you are in a multi-tenant configuration.
[+] Tell me why.
 You must create a business-attributes section per tenant if you are in a multi-tenant environment. Click [here](#) for configuration details.
3. Create the following options as follows.
 - Enter `${resource name}.${field name}` for the Name such as, for instance:

Service.service_type, Task.disposition, State.media_type.
Possible `${resource name}` values are:

- Service
- State
- Task
- Possible `${field name}` values to map are:
 - type (for service type)
 - disposition
 - application_type
 - resource_type
 - media_type
- For the **Value**, enter the name of the Business Attribute configured in the proper tenant. A Business Attribute can be mapped to several resource fields. For instance, the Service.media_type and Task.media_type string can both point to MediaType Business Attributes.

4. Click **Add** to create a map-names option.

- Enter map-names for the **Name**.
- For the **Value**, enter:
 - `true` to return the Names of Business Attribute Values instead of DB IDs in the responses for GET operations.
 - `false` (default) to return the DB IDs of Business Attribute Values in the responses for GET operations.

Example of Mapped Values

The screenshot shows the 'Context Management Service' configuration page. The left sidebar contains a navigation tree with 'Routing/eServices' expanded, showing 'Business Attributes' and other options. The main area displays the 'Attributes Values' tab for the 'Context Management Service'. A table lists various service types under the 'BlueSky' folder, all of which are 'Enabled'.

Display Name	State
BlueSky Book Flight	Enabled
BlueSky Check in	Enabled
BlueSky Flight Status	Enabled
BlueSky Service	Enabled
BlueSky Service Chat	Enabled
BlueSky Service Email	Enabled
BlueSky Service Mobile	Enabled
BlueSky Service Social	Enabled
BlueSky Service Web	Enabled

In the example above, the list of service types is defined as the value of the ContextManagementService business attributes.

You can use the mapped business attributes, key and associated values, to retrieve resources through GET operations by setting to true the map-names options, as stated above.

Set Default Values for your Business Attributes

The screenshot shows the Genesys Administrator interface. The breadcrumb navigation is: PROVISIONING > Routing/eServices > Business Attributes > Context Management Service. The left sidebar shows the 'Business Attributes' section expanded. The main area displays a table of attributes under 'Context Management Service - \Business Attributes\'. The 'Edit' button for 'BlueSky Service Chat' is circled, with an arrow pointing to a detailed configuration window for this attribute. In this window, the 'Default' checkbox is checked and circled, with an arrow pointing to it from the text 'Set this attribute as default value for the mapped data'.

Set this attribute as default value for the mapped data

Display Name	State
BlueSky Book Flight	Enabled
BlueSky Checkin	Enabled
BlueSky Flight Status	Enabled
BlueSky Service	Enabled
BlueSky Service Chat	Enabled
BlueSky Service Email	Enabled
BlueSky Service Mobile	Enabled
BlueSky Service Social	Enabled
BlueSky Service Web	Enabled

BlueSky Service Chat - \Business Attributes\ContextManagementService\Attribute Values\BlueSky

Configuration | Options | Permissions

* Name: BlueSkyServiceChat
* Display Name: BlueSky Service Chat
Tenant: Environment
Description: BlueSky Service for Chat monitoring
Default: ☒ True
State: ☒ Enabled

If you set a default business attribute value for one of your mapped business attributes, this value will be used by default for the mapped data in your Context Services queries.

Let's consider that you mapped the ContextManagementService attribute with the service_type data, and you set the BlueSkyServiceChat value as default. Then, if you perform a Service start:

```
POST /services/start
```

You do not have to specify the service_type property; service_type is automatically set by default to BlueSkyServiceChat.

Tip

Starting 8.5.105, the Context Services Interface uses display names in panels and lists. Make sure to set meaningful display names when defining Business Attributes and their attributes.