Composer Help

Common Properties Context Services

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Common Properties Context Services

Contents

The following properties are common to multiple Context Services blocks. Their descriptions are placed here to minimize duplication of content. The behavior of some properties can vary depending on whether you are in offline or online mode.

Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Application ID Property

Use this property to assign a unique ID (for example, a Genesys DB ID) for the Application issuing the anonymous service event (for example, a GVP VoiceXML Application, an Orchestration SCXML Application, and so on).

1. Click under Value to display the button.
2. Click the button to open the Application ID dialog box.
3. From the Type dropdown menu, select one of the following:

   - **Literal**. For Value, enter the Application ID.
   - **Variable**. For Value, select the name of the variable that contains the ID.

Application Type Property

Use this property to assign a unique ID associated with the type or class of application issuing the completed service event. May be used to group related applications, potentially across resource types.

1. Under Value to display the button.
2. Click the button to open the Application Type dialog box.
3. Select one of the following:

           - **Context Services**. Then select an Application Type idenitifer. If Context Services attributes

have been mapped to Configuration Server Business Attributes, you can select an Application Type DB ID for Value.

- **Variable**. Select the name of the variable that contains the Application Type identifier.
- **Literal**. Enter the Application Type.

Disposition Code Property

Use this property to assign a unique ID for the business disposition assigned to the given service/ state. Typically this will be a Configuration Manager Disposition Code Business Attribute. For more information on disposition, see the Context Services User's Guide, . To set this property:

1. Click under Value to display the [icon] button.
2. Click the [icon] button to open the Disposition Code dialog box.
3. Select one of the following:

   - **Literal**. Enter the Disposition Code for Value.
   - **Variable**. Select the name of the variable that contains the Disposition code.
   - **Context Services**. Select a Disposition code. If Context Servicesattributes have been mapped to Configuration Server Business Attributes, you can select a Disposition code DB ID.

Disposition Description Property

Use this optional property to enter text providing additional context on the business disposition. Limited to 64 characters.

1. Click under Value to display the [icon] button.
2. Click the [icon] button to open the Disposition Description dialog box.
3. Select one of the following:

   - **Literal**. Then enter the text under Value.
   - **Variable**. Then select the variable under Value.

Extensions Property

Use this property to select customer profile extension attributes to use as part of the search). Note: Composer supports multi-valued extensions starting with Universal Contact Server 8.0.2.

1. Click under Value to display the [icon] button.

2. Click the ▓ button to open the Extensions dialog box.

3. Click Add in the Extensions dialog box to open the Add Extension dialog box.

4. Opposite Type, click the down arrow and select one of the following:

- **Context Services**. For Value, select an extension already defined in the Universal Contact Server Database. If you are not connected to Universal Contact Server, the Value field does not list extensions.

- **Variable**. For Value, select an extension contained in a variable.

- **Literal**. For Value, enter the name of the extension attribute.

5. Click OK. The Extensions dialog box lists the extension attribute or the name of the selected variable. You can also use this dialog box to edit and remove extensions.

Exceptions Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for strategy blocks. You can also define custom events.

Condition Property

Find this property's details under Common Properties.

Logging Details Property

Find this property's details under Common Properties.

Log Level Property

Find this property's details under Common Properties.

Enable Status Property

Find this property's details under Common Properties.

Estimated Duration Property

Use this property to specify the estimated service duration (in seconds).

1. Click under Value to display the ⬚ button.

2. Click the ⬚ button to open the Estimated dialog box.

3. Select from the Type dropdown menu.

   - If you select**Literal**, enter the estimated service duration in seconds.

   - If you select **Variable**, select the name of the variable.

Media Type Property

Used to specify a particular Media Type for the service, which can be a Configuration Server Business Attribute (such as for the Application Type property).

Resource ID Property

Use this property to assign a unique ID for the specific resource-providing service. This might be the Genesys DB ID of a specific GVP or orchestration platform, or the DB ID of a given agent, depending on the context.

1. Click under Value to display the ⬚ button.

2. Click the ⬚ button to open the Resource ID dialog box.

3. Select from the Type dropdown menu.

   - If you select **Literal**, enter the unique ID for the resource providing service.

   - If you select **Variable**, select a variable that contains this information.

Resource Type Property

Use this property to assign a unique ID associated with the type or class of resource providing service (for example, GVP, Agent Desktop, Orchestration).

1. Click under Value to display the ⬚ button.

2. Click the ⬚ button to open the Resource Type dialog box.

3. Select one of the following from the Type dropdown menu:

- **Context Services**. Select a Resource Type identifier. If Context Services attributes have been mapped to Configuration Server Business Attributes, you can select a Resource Type DB ID for Value.

- **Literal**. Enter the unique ID associated with the type or class of resource.

- **Variable**. Select a variable that contains this information.

Service ID Property

Click the down arrow under Value and select a variable that contains the ID of the anonymous service.

Service Type Property

Use this property to assign a Service Type code (Business Attribute), which describes what type of service a customer is requesting at a particular moment in time. For example, an IVR system may have the customer select 1 for Loan, 2 for Investment or 3 for Information. Loan, Investment, and Information are all Service Types.

1. Click under Value to display the [⋯] button.

2. Click the [⋯] button to open the Service Type dialog box.

3. Click the down arrow opposite Type and one of the following:

  - **Context Services**. Select a Service Type code. If Context Services attributes have been mapped to Configuration Server Business Attributes, you can select a Service Type DB ID for Value.

  - **Literal.** Enter a Service Type code.

  - **Variable**. Select the variable that contains the Service Type code.

State ID Property

Use this property to specify the identifier for the completed state

1. Click under Value to display the [⋯] button.

2. Click the [⋯] button to open the State ID dialog box.

3. Select one of the following:

  - **Literal**. Then enter the identifier for the service state under Value.

  - **Variable.** Then select the variable under Value that contains the state identifier.

Use Server Timestamp Property

Use this property to determine if Universal Contact Server should assign the time at which the service was associated with the customer.

- If **True**, the UTC time at which the service event was associated is assigned by the server.
- If **False**, the UTC time is assigned by script embedded in the SCXML application.

1. Click under Value to display the ▦ button.

2. Click the ▦ button to open the User Server Timestamp dialog box.

3. Select one of the following:

- **Literal**. Then for Value, select True or False.
- **Variable**. Then for Value, select a variable that contains true or false.

Variables Mapping Property

Use this property to map the JSON data returned by this block to variables. See the Variables Mapping topic for details.