Composer Help

Update Contact Block

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Update Contact Block

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Note: This block is hidden from the eServices palette by default. To make the block visible, right-click on the eServices palette title bar and select Customize from the Palette Group menu. A dialog box opens where you can de-select Hide. Use this block to update customer profile information in the Universal Contact Server Database, based on data attached to an interaction. You may specify certain information to update by specifying certain key-value pairs that represent the data to update. If certain parameters are not specified, then all contact attributes will be updated by default, based on all user data available. Important! See Mandatory User Data For UCS Blocks. Also see the section on Contact Identification and Creation in the *eServices 8.1 User's Guide*.

Use Case

1. A customer sends an e-mail to the contact center, initiating a routing workflow.
2. The routing workflow reads the user data from the e-mail.
3. The user data is used to identify that this customer is an existing contact in the UCS database based on the customer's first and last name
4. The routing workflow does a comparison of the customer's e-mail address in the e-mail, with the one in UCS database for this contact. They are different.
5. The routing workflow updates the contact information in the UCS database with the new email address

The Update Contact block has the following properties:

Name Property

Find this property's details under Common Properties.

Exceptions Property

Find this property's details under Context Services Exception Events. Also see Exception Events for eServices UCS Blocks where the following exceptions are supported: 201, 203, 502, 510, 701, 710, 716, 730.

Interaction ID Property

Find this property's details under Common Properties.

Contact Attributes Property

Use this property to set the new contact attribute values.

1. Click under **Value** to display the button.
2. Click the button to open the Contact Attributes dialog box.
3. Click **Add** to open Configure Contact Attributes dialog box where you specify the attributes.
4. Click the down arrow opposite Name and select an attribute. You may select a user-defined attribute or a predefined attribute, such as:
    - **Contact ID**
    - **Customer ID**
    - **Customer Segment**
    - **E-mail Address**
    - **First Name**
    - **Last Name**
    - **Phone Number**
    - **PIN**
    - **Title**
5. Click the down arrow opposite **Type** and select **Literal** or **Variable**.
6. If you selected **Literal**, enter the **Value** field and click **OK**.
7. If you selected **Variable,** select the variable that contains the value and click**OK**. The Name and Value fields in the Configure Attributes dialog box reflect your entries.
8. Click **Add** again to continue entering customer attributes in this fashion.

`Tenant Property` Find this property's details under Common Properties.

Universal Contact Server Property

Find this property's details under Common Properties.

Use Contract Attributes Property

- Select **true** to have the new contact attribute values taken from the Contact Attributes property.
- Select **false** to have the new contact attributes values taken from the interaction’s User Data.

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.