Composer Help

Associate Service Block

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Associate Service Block

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Use the Associate Service block to associate an anonymous service record with a customer whose profile exists in the database used for Context Services.

Note: This method can be called more than once in a callflow/workflow. However, subsequent invocations override earlier associations. Therefore, if a service, that is associated with a customer, is again associated with a different customer, the earlier association will be replaced and the service will only be associated with the customer specified in the latest call.

> ### Tip
> If using Context Services 8.5, the database for service/state information is the Genesys Mobile Services database. If using Context Services 8.1, the database for service/state information is the Universal Contact Server database. For more information, see General Guidelines for Context Services Preferences.

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The Associate Service block has the following properties. 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.

Customer ID Property

Click the down arrow under Value and select a variable that contains the Customer Identifier for the anonymous service.

Extensions Property

Find this property's details under Common Properties Context Services.

Exceptions Property

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

Application ID Property

Find this property's details under Common Properties Context Services.

Application Type Property

Find this property's details under Common Properties Context Services.

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 **Literal** or **Variable** 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.

4. Click **OK** to close the dialog box.

Media Type Property

Find this property's details under Common Properties Context Services.

Resource ID Property

Find this property's details under Common Properties Context Services.

Resource Type Property

Find this property's details under Common Properties Context Services.

Service ID Property

Find this property's details under Common Properties Context Services.

Service Type Property

Find this property's details under Common Properties Context Services.

Use Server Timestamp Property

Find this property's details under Common Properties Context Services.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.