Composer Help

Common Properties Context Services

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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.

> ### Important
> If using Context Services 8.5, the dropdown menu for some properties (for example, the Media Type Property) will be unavailable.

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 variable that contains a unique application 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).

Application Type Property

Use this property to assign a unique ID associated with the type or class of the 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**. Select an Application Type identifier.
   - **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 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 ... button.
2. Click the ... 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.

Disposition Description Property

Use this optional property to select a variable containing text providing additional context on the business disposition.

Extensions Property

Use this property to specify the connection to the Context Services server.

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.

Estimated Duration Property

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

Media Type Property

Used to specify a particular Media Type for the service.

1. Click under **Value** to display the ... button.
2. Click the ... button to open the Extensions dialog box.
3. Click **Add** in the Extensions dialog box to open the **Media Type** dialog box.
4. Opposite **Type**, click the down arrow and select one of the following:

   - **Context Services**. For **Value**, select a Media Type already defined in the database.
   - **Variable**. For **Value**, select a Media Type contained in a variable.
   - **Literal**. For **Value**, enter the name of the Media Type.

- Click **OK**.

Resource ID Property

Use this property to assign a variable containing the 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.

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.

   - **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.

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

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

State ID Property

Use this property to select a variable for the identifier for the completed state.

State Types Property

Use this property to filter for other service state types, such as user-defined service states.

1. Click under **Value** to display the ... button.

2. Click the ... button.

3. Click **Add** to open the **Add State Types** dialog box.

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

- **Context Services**. Select a variable for the State Type identifier. If using Context Services 8.1 and identifiers have been mapped to Business Attributes, you can select a State Types DB ID. If no Business Attribute is mapped, then the server accepts any integer value which could represent a state type defined in an external client-specific database.

- **Literal**. Then enter a preconfigured state type.

- **Variable**. Then select the variable that contains the state type.

Task Type Property

Use this property to filter for specific task types.

1. Click under Value to display the ... button.

2. Click the ... button to open the Task Types dialog box.

3. Click **Add** to open the Add dialog box.

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

- **Context Services**. Select a Task Type identifier for Value. If using Context Services 8.1 Context Services identifiers have been mapped to Business Attribute values, you can select a Task Types DB ID. If no Business Attribute is mapped, then any integer value is accepted, which could represent a task type defined in an external client-specific database.

- **Literal**. Then enter a pre-configured task type from the Configuration Database.

- **Variable**. Then select the variable that contains the task type.

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.

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.