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Composer Help

Query Customer Block

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Use this block to look up a customer's core profile and profile extension attributes. Use the CustomerID to specify which customer you want to return data for. Composer stores the returned results in an application **variable**. For an example of how to use this block, see the [Getting and Using E-mail Addresses](#) topic.

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](#).

The Query Customer 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](#).

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**.

Note: The `error.com.genesyslab.composer.customernotfound` exception is raised if no customer with the specified customer ID is found.

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](#).

Customer ID Property

Click the down arrow under Value and select a variable to specify the Customer Identifier.

Include Extensions Property

Select a variable or from the list of extensions to specify which customer profile extension attributes are returned as part of the query operation.

1. Click under **Value** to display the  button.
2. Click the  button to open the Extensions dialog box.
3. Click **Add** to open the Extension dialog box.
4. Opposite **Type**, click the down arrow and select one of the following:
 - **Context Services**. Select an extension attribute already defined in the database for Value.
Note: Composer supports multi-valued extensions starting with Universal Contact Server 8.0.2.
 - **Variable**. Select the variable that contains the extension.
 - **Literal**. 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.

Result Property

Click the down arrow and select a variable whose value contains the JSON data returned by the Context Services web service. These results will then be available in other blocks in the application for further processing.

Any post processing work to be done on returned results can be done in the existing **Assign block** which provides access to ECMAScript functions. It already supports writing simple or complex expressions to extract values out of JSON strings and arrays.

Variables Mapping 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.