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Composer Help

Query Services Block

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Use this block to query the [Universal Contact Server Database](#) for a list of [services](#) associated with a particular Customer ID or, in case of unassociated services, the Contact Key. Composer stores the result in an application variable. You can query for:

- Active services
- Completed services
- Both active and completed services

Use Case

[service](#)/state history is primarily meant to support service personalization and resumption. For example, a given application is using a state to record the fact that the system is waiting for the customer to fax in a signed authorization to complete a transaction. When the customer calls into the IVR to verify some recent activities, the IVR application queries the service state history and is informed that a service is waiting on a fax to arrive.

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 Services block has the following properties: Note! 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](#).

Service Elements Property

Use this property to indicate whether information on completed service elements/tasks should be included in the returned results.

1. Click under **Value** to display the  button.
2. Click the  button to open a dialog box.
3. Check one or more of the following:
 - **Active Services**
 - **Completed Services**
 - **Active Tasks**
 - **Completed Tasks**

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](#).

Service Data Property

Click the down arrow and select a variable to contain the output data for matching services. The output of the Query Service block will be in JSON format. You will need to use the [Assign](#) block and EMCAScript in [Expression Builder](#) to parse the JSON. Below is an example of a small ECMAScript that will take the output of the Query Service block, which has been put into an application variable "QueryServices," and retrieves the service_id for the customer, if it any active services exist. It puts that service_id value into a workflow application variable called "serviceid".

```
if (QueryServices.length > 0) { serviceid = QueryServices[0].service_id; } else { serviceid = 'new service'; }
```



Note: You can also do the same things with Composer's [Variables Mapping](#) feature. It is easier (and it saves an ECMAScript block) to simply use the Variables Mapping property to map "service_id" to the application variable "serviceid".

Variables Mapping Property

Use this property to map the JSON data returned by this block to variables. See the [Variables Mapping](#) topic for details.



Identifier Property

Use this property to identify the customer. Choose the Customer ID (for associated services) or the Contact Key (for unassociated services).

1. Click under **Value** to display the  button.
2. Click the  button to open the Identifier dialog box.
3. Select one of the following buttons:
 - **Customer Identifier** (for associated services).
 - **Contact Key** (for anonymous services)
1. Click the down arrow opposite **Type** and select the source:
 - **Literal**. Then enter the attribute, such as CustomerID.
 - **Variable**. Then select the variable that contains the Contact Key or Customer ID.

Service Status Property

Use this property to choose the Composer method to call.



1. Click under **Value** to display the  button.
2. Click the  button to open the Service Status Selection dialog box.
3. Opposite Type, select one of the following:
 - **Variable**. Then click the **Value** down arrow and select a variable with a value of "Completed", "Active", or "All".
 - **Literal**. Then select one of the following: **Completed**, *Active*, **All**

Service Type Property

Find this property's details under [Common Properties Context Services](#).

Service Completed After Property



Use this property to filter for services completed on or after the given date/time.

1. Click under **Value** to display the  button.
2. Click the  button to open the Service Completed After dialog box.
3. Click the down arrow opposite **Type** and select one of the following:
 - **Literal**. Click arrows to select the Date and Time or manually enter.
 - **Variable**. Select the variable whose value must be formatted with the ISO 8601 UTC pattern YYYY-MM-DDTHH:mm:ss.SSSZ (for example: 2010-03-15T11:33:48.000Z).

Also see the [Time Zone Preferences](#) topic.

Service Completed Before Property

Use this property to filter for services completed prior to the given date/time. If using a variable for this property, the variable value must follow the ISO 8601 UTC pattern: [YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z.

1. Click under **Value** to display the  button.
2. Click the  button to open the Service Completed Before dialog box.

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

- **Literal**. Click arrows to select the Date and Time or manually enter.
- **Variable**. Select the variable whose value must be formatted with the ISO 8601 UTC pattern YYYY-MM-DDTHH:mm:ss.SSSZ (for example: 2010-03-15T11:33:48.000Z).

Also see the [Time Zone Preferences](#) topic.

Service Started After Property

Use this property to filter for services started on or after the given date/time.

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

2. Click the  button to open the Service Started After dialog box.


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

- **Literal**. Click arrows to select the Date and Time or manually enter.
- **Variable**. Select the variable whose value must be formatted with the ISO 8601 UTC pattern YYYY-MM-DDTHH:mm:ss.SSSZ (for example: 2010-03-15T11:33:48.000Z).

Also see the [Time Zone Preferences](#) topic.

Service Started Before Property

Use this property to filter for services started prior to the given date/time.

1. Click under Value to display the  button.

2. Click the  button to open the Service Started Before dialog box.

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

- **Literal**. Click arrows to select the Date and Time or manually enter.
- **Variable**. Select the variable whose value must be formatted with the ISO 8601 UTC pattern YYYY-MM-DDTHH:mm:ss.SSSZ (for example: 2010-03-15T11:33:48.000Z).

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.