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Composer Help

[Update UCS Record](#)

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Update UCS Record

Introduced in 81.440.18. Use this block to update the properties of an interaction in the Universal Contact Server database. Can be used for both interactions currently in process and interactions already processed. The execution of this block by ORS causes ORS to generate a request to Universal Contact Server for the method `UpdateInteraction`.

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 UCS Record block has the following properties:

Name Property

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

Block Notes Property

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

Exceptions Property

Find this property's details under [Common Properties](#). Also see: [Exception Events for eServices UCS Blocks](#) where the following exceptions are supported: 201, 203, 502, 510, 701, 710, 716, 730.

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](#).

Entity Type Property

You must select an Entity Type (other than Interaction) before you can enter the Update Entity Attributes property. Click the down arrow and select from the Entity Type list. Select Email In, Email Out, Chat, Phone Call, Callback, CoBrowse.

Interaction ID Property

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

Tenant Property



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

Universal Contact Server Property

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

Update Entity Attributes

Use this property to set the parameters to be passed when updating entity attributes.

1. Click under **Value** to display the  button.
2. Click the  button to open the Contact Attributes dialog box.
3. Click **Add** to open the Update Entity Attributes dialog box where you specify the attributes.
4. Click the down arrow opposite **Value** and select **Literal** or **Variable**.
5. If you selected **Literal**, enter the **Value** field and click **OK**.
6. If you selected **Variable**, select the variable that contains the value and click **OK**. The Name and Value fields in the Update Entity Attributes dialog box reflect your entries.
7. Click **Add** again to continue entering Entity Attributes in this fashion.

[+] Entity Attributes

EmailIn Entity Attributes

BccAddresses
CcAddresses
EmailOutId
FromAddress
FromPersonal
Mailbox
ReplyToAddress
SendDate
ToAddresses
WhichRuleMatched

EmailOut Entity Attributes

BccAddresses
CcAddresses
FromAddress
FromPersonal
ReferenceId
ReplyToAddress
ReviewerId
SendDate
StandardResponseId
ToAddresses

Chat Entity Attributes

EstablishedDate
ReleaseDate

PhoneCall Entity Attributes

Duration
Outcome
PhoneNumber
TConnectionId



Callback Entity Attributes

Attempts
CallbackServerID
CallBackStatus

CallResult
CustomData
CustomerNumber
DesiredResponseType
DetailedDescription
DN
EndTime
Location
StartTime
TheType

Update Interaction Attributes Property

Use this property to set the parameters to be passed when updating interaction attributes.

1. Click under **Value** to display the  button.
2. Click the  button to open the Contact Attributes dialog box.
3. Click **Add** to open Update Interaction Attributes dialog box where you specify the attributes.
4. Click the down arrow opposite **Value** and select **Literal** or **Variable**.
5. If you selected **Literal**, enter the **Value** field and click **OK**.
6. If you selected **Variable**, select the variable that contains the value and click **OK**. The Name and Value fields in the Update Entity Attributes dialog box reflect your entries.
7. Click **Add** again to continue entering Interaction Attributes in this fashion.

[+] Interaction Attributes

Interaction Attributes
CanBeParent
CategoryId
ContactId
CreatorAppId
Custom
EndDate
ExternalId
IsCategoryApproved
IsSpam
Lang
OwnerId
ParentId
QueueName
StartDate
Status
StoppedReason
StructTextMimeType
StructuredText
Subject
SubtypeId
Text
TheComment

Update UCS Record

ThreadHash
ThreadId
Timeshift
TypeId
WebSafeEmailStatus

Enable Status Property

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