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Composer Help

Identify Contact Block

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Identify Contact Block

Use to identify a contact based on the user data of the current interaction.

Prior to using this block, set [Context Services Preferences](#).

- For detailed information on how Universal Contact Server identifies customers, see the [Context Services User's Guide](#).

Also see:

- [Getting and Using E-mail Addresses](#).
- [Using the Identify Contact and Identify Customer Blocks](#).

Use Case

1. An inbound interaction initiates a routing workflow.
2. Based on user data attached to the interaction, the contact is identified from Universal Contact Server (UCS), and the interaction's user data is updated.
3. The user data is then assigned to variables and is then used to provide an automated response that is personalized with the First Name, Last Name and the contact address of the contact.

The Identify 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 [CommonPropertiesforWorkflowBlocks](#).

Block Notes Property

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

Exceptions Property

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

You can also define [custom events](#).

Customer Count Property

Click the down arrow under **Value** to select a variable whose value is the number of customer records returned by Universal Contact Server. This feature is for your convenience. It also serves the purpose of retaining the original number of records returned in case the returned data is modified through other blocks.

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](#).

Interaction ID Property

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

Contact Count Property

Use to specify a variable to hold the number of matching contacts if more than one is found.

Contact Created Property

If no existing contact matches the data attached to an interaction, you can have a new contact created in Universal Contact Server Database. Select the variable to hold the new contact information.

Contact List Property

Select the variable to hold all matching contact records found.

Result Property

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

Variables Mapping Property

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

Create Contact Property

Select true or false. Based on attributes that match data attached to the interaction being processed by the strategy, if no existing contact matches the data attached to an interaction, use this property to have a new contact created in the Universal Contact Server database.

Return Unique Property

Select true or false. Use this property to have UCS return the list of matching Contact's ID only if a single matching contact record is found. By default it will return data for all matching contact records found.

Tenant Property

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

Universal Contact Server Property

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

Update Interaction User Data Property

Select true or false. Use to update certain attributes of the contact from values (literal or application variables) specified by the user instead of values from the user data. Also see [Common Properties](#).

Update User Data Property

Select true or false. Use to update the UCS database record of the matching contact with information from the current interaction's user data. Also see [Common Properties](#).

Enable Status Property

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

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.