Composer Help

Context Services Common Blocks

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Important

Starting with 8.1.440.18, Composer supports Context Services 8.5, which adds support for Genesys Mobile Services. For more information, see Context Services 8.5 Support.

Customer Profile Management Blocks

- **Create Customer Block** to create a callflow/workflow that includes the capability to create a customer profile through Context Services.
- **Identify Customer Block** to identify a customer in the database based on search criteria, which can be customer profile core data or customer profile extension data. If the customer is found, then Context Services can provide data that can be used to personalize offer or to resume/modify a service in process.
- **Query Customer 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.
- **Update Customer Block** to update the customer profile in the database used for Context Services. You can update customer profile core data or customer profile extension data.

Service Management Blocks

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.

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- **Associate Service Block** to associate an anonymous service record with a customer whose profile exists in the database used for Context Services.
- **Complete Service Block** to mark an active service as completed. You can also use this block to pass additional state-related data to the database. For example, when completing a service state, such as "Callback pending," the disposition could be "unsuccessful - no answer."

- **Complete State Block** to mark the completion of a specified state in the context of a service in the database used for Context Services.
- **Complete Task Block** to mark the application as completing a specified task within a service/state.
- **Enter State Block** to mark the entry of the application into a specified state in the context of a service.
- **Query Services Block** to query the 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.
- **Query States Block** to query the database used for Context Services for active and completed states data for a specified service. You can also query for other types of service states such as user-defined service states.
- **Query Tasks Block** to query the database used for Context Services for active and completed tasks within a state for a specified service.
- **Start Service Block** to communicate the creation or start of a service in the database. The service may or may not be immediately associated with a customer. For example, an application, such as a routing workflow, may not know the customer's identity when the service is started so the service may be started anonymously. Once the customer is known and identified, the workflow may associate the anonymous service with the customer.
- **Start Task Block** to mark the application as entering a specified task within a service/state.

Also see:

- Common Properties Context Services
- Online and Offline Modes
- Runtime Configuration
- Context Services Exception Events