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# eServices Administrator's Guide

Customize Contact Identification per Media Type

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# Customize Contact Identification per Media Type

You can control how contacts are identified for interactions of a specific media type (of course, the interactions must have a valid media type specified in their user data).

1. In Configuration Manager, open the **Properties** window for the desired media type and go to its **Annex** tab.
2. Create a `contact-searchable-attributes` section.
3. In this section, create an option for each contact attribute that you want UCS to use in contact identification for this media type.

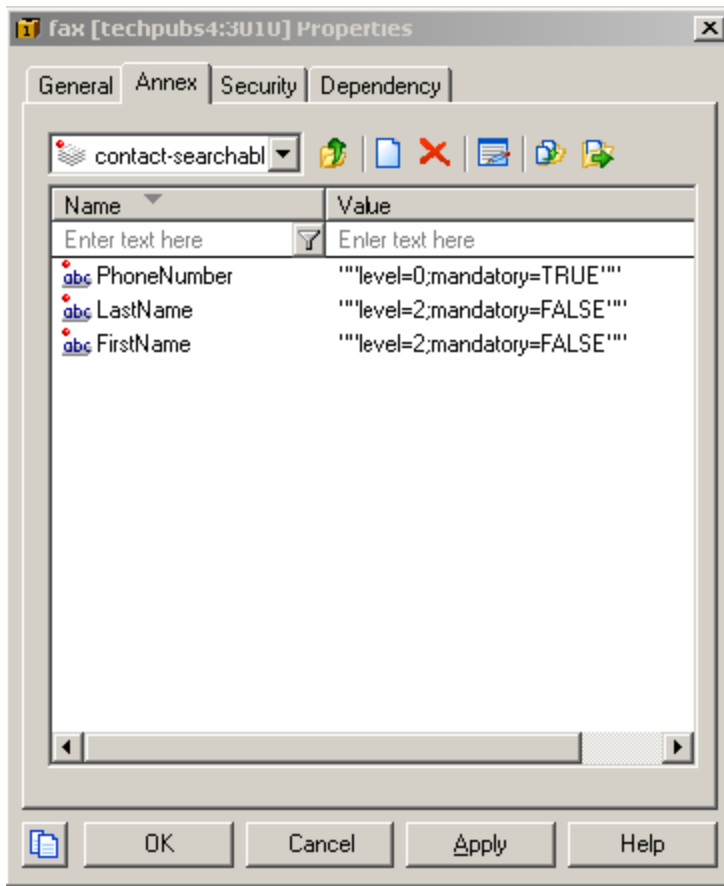
## Important

Any such attribute must either be one on the **default list** or have the `is-searchable` option with a value of `TRUE`.

The options that you create must have the following characteristics:

- The name duplicates the attribute's system name (displayed in the **Name** box of the **Properties** window, not the **Display Name** box); for example, `PhoneNumber` rather than `Phone Number`.
- The value has the form `"level=<integer>;mandatory=<Boolean>"`, where
  - `<integer>` is an integer from 0-127 setting the attribute's priority.
  - If `<Boolean>` is `TRUE`, this attribute must be present (that is, it must have a value) for matching to occur.
  - If `<Boolean>` is `FALSE`, this attribute need not be present (that is, it may lack a value) for matching to occur.

The following figure shows an example.



Media Type Configured for Contact Identification

With the configuration in the preceding figure,

- UCS returns an error if no `PhoneNumber` value is present. It does this even if `FirstName` and `LastName` values are available, because `PhoneNumber` is the attribute with highest priority (0) and is defined as mandatory.
- If multiple matching records are found with a given `PhoneNumber` value, UCS uses `FirstName` and `LastName` together to discriminate because they have the same priority (2).
- If there is no `LastName` value, UCS does not use `FirstName` alone, because `LastName` is specified as mandatory in this level. Instead, the list of records matching `PhoneNumber` only is returned. This avoids identification based on `FirstName` only.