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eServices Administrator's Guide

Customize Attribute Priority

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Customize Attribute Priority

To customize the priority of the attributes that UCS checks, both of the following conditions must be true:

- The media type is specified in the interaction's user data.
- The interaction's media type is *not* e-mail, chat, or callback. In the typical case, this would be because the interactions are being submitted by a custom media server (built using the Genesys Media Interaction SDK Java or Open Media Interaction SDK Web Services).

To customize attribute priority,

1. In Configuration Manager, open the `Properties` window for the desired attribute and go to its `Annex` tab. Create a `settings` section if it does not already exist.
2. In the `settings` section, create an option called `search-order-level`. Give the option a numerical value to determine its priority in matching. Possible values are any integer in the range 0 (highest priority) to 127 (lowest priority). Two or more attributes can have the same priority.