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API Reference

Extension

4/9/2025

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Extension

	Purpose: Describes an extension. • For Customers Available since: 8.0.100.00 • For services, states, or tasks Available since: 8.0.200.00

Description

Each extension fulfills the contract of an Extension Schema that your application created in anterior operations. Your application can create schemas for the following extensions:

- Available since: 8.0.100.00
  - Profile extensions, created through the Create Profile Extension Schema operation, which provides extensions for profiles.
- Available since: 8.0.200.00
  - Service extensions, created through the Create Service Extension Schema, which provides extensions at the service level.
  - State Extension, created through the Create State Extension Schema operation, which provides extensions at the service level.
  - Task extension, created through the Create Task Extension Schema operation, which provides extensions at the task level.

Once the extension schema is defined, your application can create and add extension records when dealing with standard profile, services, states, and task operations. For instance, if you start a task, you can specify extension records in your operation body as shown in the example section.

Profile Extension

Profile Extension

Field	Type	Mandatory	Description
customer_id	string	yes if not nested in a profile	The unique ID of the given customer. This field is mandatory if the extension is **not** nested inside a Customer Profile.

Field	Type	Mandatory	Description
name	string	yes	The unique, case-insensitive name of the extension. • Starts with a letter to which you can append letters, numbers, or underscores. • Restricted to a maximum of 26 characters. (Maximum RDBMS shared limit on index creation.)
<attribute n>	• string • integer • long • double • date • datetime • currency • boolean	yes	Individual attributes, defined in the Extension Schema. <attribute n> corresponds to the attribute name defined in the schema.

Service/State/Task Extension

Service/State/Task Extension

Field	Type	Mandatory	Description
service_id	integer	yes	The unique ID of the service associated with the extension.
state_id	integer	yes if state extension	The unique ID of the state associated with the extension. For task and service extensions, you do not need to specify this id.
task_id	integer	yes if task extension	The unique ID of the task associated with the extension. For state and service extensions, you do not need to specify

Field	Type	Mandatory	Description
			this id.
name	string<ref name="string">Do not use Unauthorized Strings as attribute values.</ref>	yes	The unique, case-insensitive name of the extension. The name must start with a letter, and can be followed with letters, numbers, or underscores (_). The name is restricted to a maximum of 26 characters. (Maximum RDBMS shared limit on creation of index).
<attribute n>	• boolean • string<ref name= "string" /> • integer • long • double • date • datetime • currency	yes	Individual attributes, as defined in the extension schema. <attribute n> corresponds to the attribute name defined in the schema. Optional attributes do not need to be specified.

<references />