GENESYS™

Developer's Guide

Business Attributes

12/14/2025

Contents

Business Attributes

	Purpose: Introduces Business Attributes in Context Services.

Definition

Management Framework creates and manages enumerations known as Business Attributes. These attributes are modeled in Context Services as integers which represent the Management Framework DB ID for a given enumerated value. For example, an organization might define the "service type" Business Attribute, made of two enumerated values:

- "New Account"(DB ID = 1);
- "Bill Payment" (DB ID = 2).

The applications calling Context Services are responsible for the further use of those values and should only use the appropriate business attribute values.

Business Attributes in Context Services

The following specific fields are validated against specified mapped Business Attributes in the Configuration Server:

- service_type
- state_type
- task_type
- application_type
- resource_type
- media_type
- disposition

Their use concerns the Service, State, and Task representations. UCS automatically rejects wrong unknown enumerated values, and returns a proper response which directs you to use the valid enumerated values of the configured Business Attributes. The system includes a service for returning information on attributes mapped to the Configuration Server attributes, including information on the DB ID, unique name, display name, and description for all values of the mapped Business Attributes.

- UCS only validates incoming data against the current Business Attribute definitions. It does not guarantee referential integrity over time. More specifically, both Genesys Administrator and Configuration Manager allow the modification of the Business Attributes definitions over time.

- When Business Attributes are deleted, this operation does not modify the historical service records which may reference the DB IDs of the deleted Business Attributes.

For further details about the configuration of these business attributes, refer to the Business Attributes configuration section.

Read Also

- Profiles and Identification
- Services, States, and Tasks