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User's Guide

Context Services User's Guide

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Purpose

Provide an extensive description of the customer View:

- Features
- Product architecture
- Introduction to the API

Description

Context Services's REST APIs provide access to UCS resources (data entities) via URI paths. To use a REST API, your application will make an HTTP request and parse the response. By default, the response format is XML. If you wish, you can request JSON instead of XML. Because the REST API is based on open standards, you can use any web development language to access the API.

Scope of Use

Typical usage scenarios of Context Services include:

- Customer identification
- Service resumption
- Customer profile (retrieval and management)
- Callback offers
- Service resumption with an agent
- Proactive notification
- Schedule callback with enhancement multimedia confirmation