# API Reference

Attribute Schema

5/7/2025

# Attribute Schema

|  | **Purpose:** Describes an attribute schema, which can be part of an Extension Schema or of a Profile Schema. |
|---|---|
|  | Available since: 8.0.100.00 |

## Contents

# Description

Your application can retrieve or manage the definitions of the attributes that compose some resources of the Context Services. Each attribute schema defines an attribute, its name, its type, and associated properties such as the default value of the attribute (if it exists). For instance, the following attribute schema defines that the Address Type attribute accepts integer values and is equal to 0 by default:

```
{"name":"AddressType","type":"integer","default":0}
```

## Profile Attributes

Profile attributes correspond to a recorded schema which details the attribute name, type, and content. 💡 In the 8.0.1 release, the configuration of a new attribute schema is performed in the Configuration Manager. Select in "Tenant" the item *specific configuration*, and under "Business Attributes" the item 'Contact Attributes'. Then, create a new Business Attribute Value. By default, the new Attribute is of type string. To assign another type to the schema, in Annex, create a section "settings", and a key "type" with the value "string" or "date". The default predefined attributes visible in the Configuration Server are the following:

- First Name (string)
- Last Name (string)
- Phone Number (string)
- E-mail Address (string)
- Title (string)

Default 'internal' Attributes (not visible in the Configuration Server) are the following:

- LastCalledAgent_EmployeeID (string)
- LastCalledAgent_TimeStamp (date)
- PreferredAgent_EmployeeID (string)

Additional attributes are available for each active media defined in the Business Attribute "Media Type" of the Configuration Manager:

- LCA_EmplID_<media> (string)
- LCA_TimeStamp_<media> (date)
- Pref_EmplID_<media> (string)

Attributes of type date/time are formatted in ISO 8601 UTC <ref>Wikipedia ISO 8601</ref>: [YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z
Example: "1981-03-17T02:00:00.000Z"

## Service, State, and Task extension attributes

In 8.0.2, your application can define service, states, and tasks extension resources, based on extension schema which use an array of Attribute Schemas to define the content of the extension. See Extension Schema for further details.

# Resource

**Attribute Schema**

| Field | Type | Mandatory | Description |
|---|---|---|---|
| name | string | yes | The name is unique for each attribute within the given extension.<br><br>• Starts with a letter, and can be followed with letters, numbers, or underscores.<br><br>• Is restricted to a maximum of 30 characters (Maximum RDBMS<ref name= "RDBMS">http://en.wikipedia.org/wiki/Relational_database_management_s shared limit.)<br><br>🔶 In profile attribute schemas, the name is **not** case-sensitive. |
| type | token<br><br>• boolean<br>• string<br>• integer<br>• long<br>• double<br>• date<br>• dateTime<br>• currency | yes | 1. The constraints on these types (the minimum and maximum values supported for the integer type) vary with the RDBMS<ref name="RDBMS" />.<br><br>2. Customer profiles are built on top of UCS' Contact Attributes, and support only String and DateTime attribute types. However, all attribute types are |

| Field | Type | Mandatory | Description |
|---|---|---|---|
| | | | supported for profile extensions. |
| default | numeric or string | no | Provides a default value for the attribute. For numeric attributes, you do not need quotation marks. Quotation marks are for string, date, and datetime attributes. By default, the date/time format is ISO 8601 UTC <ref>Wikipedia ISO 8601</ref>:`[YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z.` |
| length | integer | no | Reserved to attributes of type `String`. Defines the maximum number of characters for the string.<br><br>• Default length is 256<br><br>• Maximum length is 4000. |
| mandatory | boolean | no | • *false* by default;<br><br>• *true* if the attribute is mandatory when inserting a new Profile Extension record. |