

# **GENESYS**

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## **API** Reference

Create Customer Profile

# Create Customer Profile

| $a_{\mathbf{b}}^{\mathbf{c}}$ | POST /profiles              |
|-------------------------------|-----------------------------|
|                               | Available since: 8.0.100.00 |

#### Contents

- 1 Create Customer Profile
  - 1.1 Description
  - 1.2 Operation
  - 1.3 Response
  - 1.4 Example

#### Description

Creates a Customer Profile and returns the ID created by UCS. In 8.0.1, profiles are built on top of legacy UCS Contact Attributes. They are multi-valued and support the primary attributes. If an attribute has several values, the first value in the JSON array is the primary attribute and additional values are non-primary attributes. In 8.0.2, standard multi-valued extensions are available.

### Operation

#### **Prerequisites:** The Customer Profile Schema exists.

| ID   | CV.WS.PROF.3                              |           |  |  |
|--|---|-----------|--|--|
| Method   | POST                                      |           |  |  |
| URL  | /profiles                                 |           |  |  |
| Parameter  | Туре                                      | Mandatory | Description  |  |
| <b>Body:</b> Customer Profile <ref>See Customer Profile for more information about the Customer Profile.</ref> |   |           |  |  |
| customer_id  | string                                    | yes       | The unique ID of the given customer. Limited to 16 characters.   |  |
| <attribute n=""></attribute>   | <ul><li>string</li><li>datetime</li></ul> | yes       | Customer attributes, where <b><attribute< b=""> n&gt;is the attribute name<ref>See the configuration options for further details.</ref>. Attributes are not part of a separated array, see the example below.  The date/time formats are ISO 8601 Wikipedia ISO 8601 Wikipedia ISO 8601 [DD]T[HH]: [mm]: [ss]. [SSS]Z. Do not use Unauthorized Strings as attribute values.</attribute<></b> |  |
| <extension n=""></extension>   | Extension or Extension[]                  | no        | Extensions, where <extension n=""> corresponds to the unique name of the profile extension resource.  • For single-valued extensions, the extension's value is</extension>   |  |

| ID | CV.WS.PROF.3 |   |
|----|--------------|---|
|    |              | a single extension object (see Extension).  • For multi-valued            |
|    |              | extensions, the extension's value is an array of zero or more Extensions. |

<references />

#### Response

The Context Management Service API answers every request with an HTTP code. The following table shows the correct response for a successful request. See HTTP Response Codes and Errors for further details on the possible codes that this operation can return.

| kesponse     |   |  |
|--------------|---|--|
| HTTP code    | 201   |  |
| HTTP message | Created                                       |  |
| Header       | Location: /profiles/ <b>\${customer_id}</b>   |  |
|              | where:  |  |
|              | • \${customer_id} is the created customer ID. |  |
| Body         | {"customer_id": <b>\${customer_id}</b> }      |  |
|              | where:  |  |
|              | • \${customer_id} is the customer ID.         |  |

#### Response

#### Example

**Operation** The following operation would create the customer profile for "Bruce Banner," as well as three associated telephone records that are grouped in the "Phone" extension. The e-mail address bruce.banner@marvelous.com is the primary e-mail attribute, while the other e-mail address is non-primary.

```
POST /profiles/
{
    "FirstName": "Bruce",
    "LastName": "Banner",
    "DOB": "1962-05-10",
    "EmailAddress": [
```

```
"bruce.banner@marvelous.com",
    "b.banner@hulk.dom"
],
"Phone": [
{
    "PhoneType":0,
    "prefix":"+33",
    "PhoneNumber":"3145926535",
    "description":"family phone",
    "start_availabilty":"2009-12-18T18:30:00.000Z",
    "end_availabilty":"2009-12-18T21:40:00.000Z"
},
{
    "PhoneType":2,
    "prefix":"+33",
    "PhoneNumber":"6543210",
    "description":"businness calls only, no sales",
    "start_availabilty":"2009-12-18T09:30:00.000Z",
    "end_availabilty":"2009-12-18T17:45:00.000Z"
},
{
    "PhoneType":5,
    "prefix":"+33",
    "PhoneNumber":"951357456",
    "description":""
}
]
```

#### Result

```
\label{location} {\tt Content-Location} \qquad \qquad {\tt http://ucsserver.mycompany.com:8080/path/profiles/00038b5SCVPU0007} \\ \{"{\tt customer\_id}":"0004Va58A92T0017"\} \end{cases}
```