

GENESYS

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API Reference

Profile Extension

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Purpose: Presents an extension for a customer profile.

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Description

Extends the <u>customer profile</u> with additional attribute resources. Note that for each extension resource, you must define first a profile extension schema. Extensions, like profiles, consist of a series of one or more Profile Attribute resources, which are defined with a predefined <u>Profile Extension Schema</u>.

Resource

Profile Extension

| Field | Туре | Mandatory | Description |
|------------------------------|---|-------------------------------|---|
| customer_id | string | yes if not part of a profile. | The unique ID of the given customer. This field is mandatory if the extension is not nested inside a Customer Profile. |
| 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=""></attribute> | string integer long double date datetime currency | yes | Individual attributes, defined in the Profile Extension Schema. <attribute n=""> corresponds to the attribute name defined in the schema.</attribute> |

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