GENESYS™

Developer's Guide

Customer Profile API

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Customer Profile API
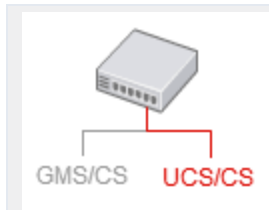
This page provides guidelines for managing Customer profiles and interaction information. In 8.5, UCS is still responsible for the management of customer-related information. Queries and resources did not change since 8.1.

Contents

Introduction

The Customer Profiles API includes all the information stored in the Universal Contact Server:

- Customer profile (contact information)
- Interactions
- Schemas

> ### Important
>
> You don't need Customer Profiles to run the Context Services, as detailed in the Architecture section. This feature did not evolve since 8.1 and does not include some of the new features available for the GMS/CS part of the Context Services. Check the migration page for further details.

Going Further

- Learn about profile and identification
- Learn about groups of profiles
- Learn about profile extensions and schemas