GENESYS™

API Reference

Attribute Schema

12/12/2025

Attribute Schema

> **Important**
>
> **Prerequisites:** You need to enable profiles in UCS.

Purpose: Describes an attribute schema, which can be part of an Extension Schema or of a Profile Schema.

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.

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: [YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z
Example: "1981-03-17T02:00:00.000Z"

Service, State, and Task extension attributes

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. • Starts with a letter, and can be followed with letters, numbers, or underscores. • Is restricted to a maximum of 30 characters (Maximum RDBMS shared limit.) **Important** In profile attribute schemas, the name is **not** case-sensitive.
type	token • boolean • string • integer • long • double • date • dateTime • currency	yes	1. The constraints on these types (the minimum and maximum values supported for the integer type) vary with the RDBMS. 2. Customer profiles are built on top of UCS' Contact Attributes, and support only String and DateTime attribute types. However, all attribute types are supported for profile extensions.
default	numeric or string	no	Provides a default value for the attribute.

Field	Type	Mandatory	Description
			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:`[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. • Default length is 256 • Maximum length is 4000.
mandatory	boolean	no	• *false* by default; • *true* if the attribute is mandatory when inserting a new Profile Extension record.