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API Reference

Identify Customer

Identify Customer

Important

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

GET /profiles

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Description

Identifies a customer based on the **Identification Key** information submitted with the query. In addition to the identified customer ID, your application can retrieve profile and extension information based on the query fields. Query strings should be **URL Encoded**. If the "id_key" parameter is not specified, then UCS uses the following algorithm:

1. Starting with the identification key with the lowest ID, UCS determines the number of attributes in the key which are covered by the data specified in the "expr" parameter.
2. If all attributes are covered, then use this key. Otherwise, record the number of sequential attributes covered, starting from the left. For example, if key 1 consists of attributes (a, b, c), and "expr" contains (a, b) then the score is 2.
3. If no key is selected after iterating through all the defined keys, choose the key with the highest score from Step 2. In the event of a tie, UCS selects the key with the smallest ID.

Operation

Prerequisites

- The identification keys exist.

Important

Use the **Create Identification Key** operation to create Identification Keys.

ID	CV.WS.CUSTID.1		
Method	GET		
URL	/profiles		
Field Name	Type	Mandatory	Description
URI Parameters			
id_key	string	no	The key name used for identification. UCS can infer the key based on the attributes included in the "expr" parameter. However, explicitly specifying the identification key with your application improves performance.

ID	CV.WS.CUSTID.1		
include_profile	token	no	<ul style="list-style-type: none">"no" (default) to return the list of customers IDs without their profile attributes."yes" to return all the profile attributes of the identified customers.
extensions	string	no	The names of the extension to return with the customer profiles. Your application can specify multiple values separated with comas, such as: <i>extensions=contacts,purchases</i>
include_extensions	token	no	<ul style="list-style-type: none">"always" (default) to return the extensions specified with the field "extension" if one or more customers are identified."unique" to return the extensions identified in parameter "extensions" if a unique customer is identified.
<attribute name>	string	yes	One or more identification keys used to identify the customer, for instance: <i>last_name=Doe&first_name=Jane</i> Attribute names with no prefix are supposed to be profile attributes. To refer to the attributes of an extension, your application must use the extension name as a prefix for the attribute: <ext-name>.<attribute-name>

Response

The Context Management Service API answers with HTTP codes for every request. 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.

Response	
HTTP code	200
HTTP message	OK
Body	<ul style="list-style-type: none">• One result: Customer Profile• Several results: Customer Profile[]• No result: []

Example

Operation

```
GET /profiles/  
contacts.phone_number=408-888-3214&extensions=contacts,purchases&exclude_profile=yes  
&exclude_extensions=unique
```

Result: Multiple profiles

If multiple customers called from the specified phone number, then the output contains profiles for each matched customer:

```
200 OK  
[{"customer_id": "2DC255C02AF", "name": "Doe, John", "birthdate": "1976-05-10"},  
{"customer_id": "DDF295802AF", "name": "Doe, Jane", "birthdate": "1978-02-25"}]
```

Result: One profile

If a single customer is called from the specified phone number, then the complete profile for that customer is returned.

```
200 OK  
{ "customer_id": "0004Va58A92T0017 ",  
  "name": "Doe, John",  
  "birthdate": "1976-05-10",  
  "EmailAddress": [  
    "john.doe@genesyslab.com",  
    "jd34@hotmail.dom"],  
  "contacts": [  
    {"phone": "408-555-1234", "ext": "1234"},  
    {"phone": "408-832-7712"} ],  
  "preferences": { "newsletter": "y", "new_offers": "n", "email": "html" }  
}
```

Result: No result

If no customers match the specified criteria, then the output is an empty array:

[]