

GENESYS

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API Reference

Create Customer Profile

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Important

Prerequisites: You need to enable profiles in UCS.

POST /profiles

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Description

Creates a Customer Profile and returns the ID created by UCS.

Operation

Prerequisites: The Customer Profile Schema exists.

ID	CV.WS.PROF.3			
Method	POST			
URL	/profiles			
Parameter	Туре	Mandatory	Description	
Body: Customer Profile. See Customer Profile for more information about the Customer Profile.				
customer_id	string	yes	The unique ID of the given customer. Limited to 16 characters.	
<attribute n=""></attribute>	stringdatetime	yes	Customer attributes, where <attribute n=""></attribute> is the attribute name. See the configuration options for further details.<. Attributes are not part of a separated array, see the example below. The date/time formats are ISO 8601:[YYYY]-[MM]-[DD]T[HH]: [mm]: [ss].[SSS]Z. Do not use Unauthorized Strings as attribute values.	
<extension n=""></extension>	Profile Extension or Profile 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 a single extension object (see Profile Extension). • For multi-valued</extension>	

ID	CV.WS.PROF.3	
		extensions, the extension's value is an array of zero or more Profile Extensions.

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.

Response

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

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 email address bruce.banner@marvelous.com is the primary email attribute, while the other email 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

```
Content-Location <a href="http://ucsserver.mycompany.com:8080/path/profiles/00038b5SCVPU0007">http://ucsserver.mycompany.com:8080/path/profiles/00038b5SCVPU0007</a> {"customer id":"0004Va58A92T0017"}
```