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Developer's Guide

Business Attributes

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Business Attributes

This page introduces Business Attributes in Context Services, lists the types of useful business attributes, lists all the method used to manage business attributes.

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Definition

Management Framework creates and manages enumerations known as Business Attributes. These attributes are modeled in Context Services as integers which represent the Management Framework DB ID for a given enumerated value. For example, an organization might define the "service type" Business Attribute, made of two enumerated values:

- "New Account"(DB ID = 1);
- "Bill Payment" (DB ID = 2).

Your application is responsible for the further use of those values and should only use the appropriate business attribute values.

Business Attributes in Context Services

The following specific fields are validated against specified mapped Business Attributes in the Configuration Server:

- service_type
- state_type
- task_type
- application_type
- resource_type
- media_type
- disposition

Tell me how I can configure these attributes.

You can find configuration information in two sections of the User's Guide:

- [How to map Context Services with Business Attributes.](#)
- [The options' reference for GMS/CS Business Attributes.](#)

)

Their use concerns the Service, State, and Task representations. Context Services automatically rejects wrong unknown enumerated values, and returns a proper response which directs you to use the valid enumerated values of the configured Business Attributes. The system includes a service for returning information on attributes mapped to the Configuration Server attributes, including information on the DB ID, unique name, display name, and description for all values of the mapped Business Attributes.

Important

- Context Services only validates incoming data against the current Business Attribute definitions. It does not guarantee referential integrity over time. More specifically, both Genesys Administrator and Configuration Manager allow the modification of the Business Attributes definitions over time.
- When Business Attributes are deleted, this operation does not modify the historical service records which may reference the DB IDs of the deleted Business Attributes.

Multi-Tenancy for GMS/CS

In order to support multi-tenancy and business units, GMS/CS now supports additional HTTP headers:

- `ContactCenterId` contains the Tenant DBID or the Tenant Name.
- `GroupId` contains optional business unit name.

You can use these headers to specify the tenant and business unit for a given request. If your request does not include these headers, the Context Services handles the request in single-tenant mode and uses the provisioned tenant ID with no business unit name of your GMS/CS application.

If you provide an incorrect `ContactCenterId` string, your application receives the following error message:

```
{
  "message": "Invalid tenant specified : no tenant specified in multi-tenant environment.
Verify configuration and 'organization' HTTP header.",
  "exception":
    "com.genesyslab.gsg.services.contextservices.ContextServicesExceptionResource"
}
```

Important

You must make sure that you provide these IDs in HTTP headers, not as part of the JSON Body content.

Read Also

- [Profiles and Identification](#)
- [Services, States, and Tasks](#)