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User's Guide

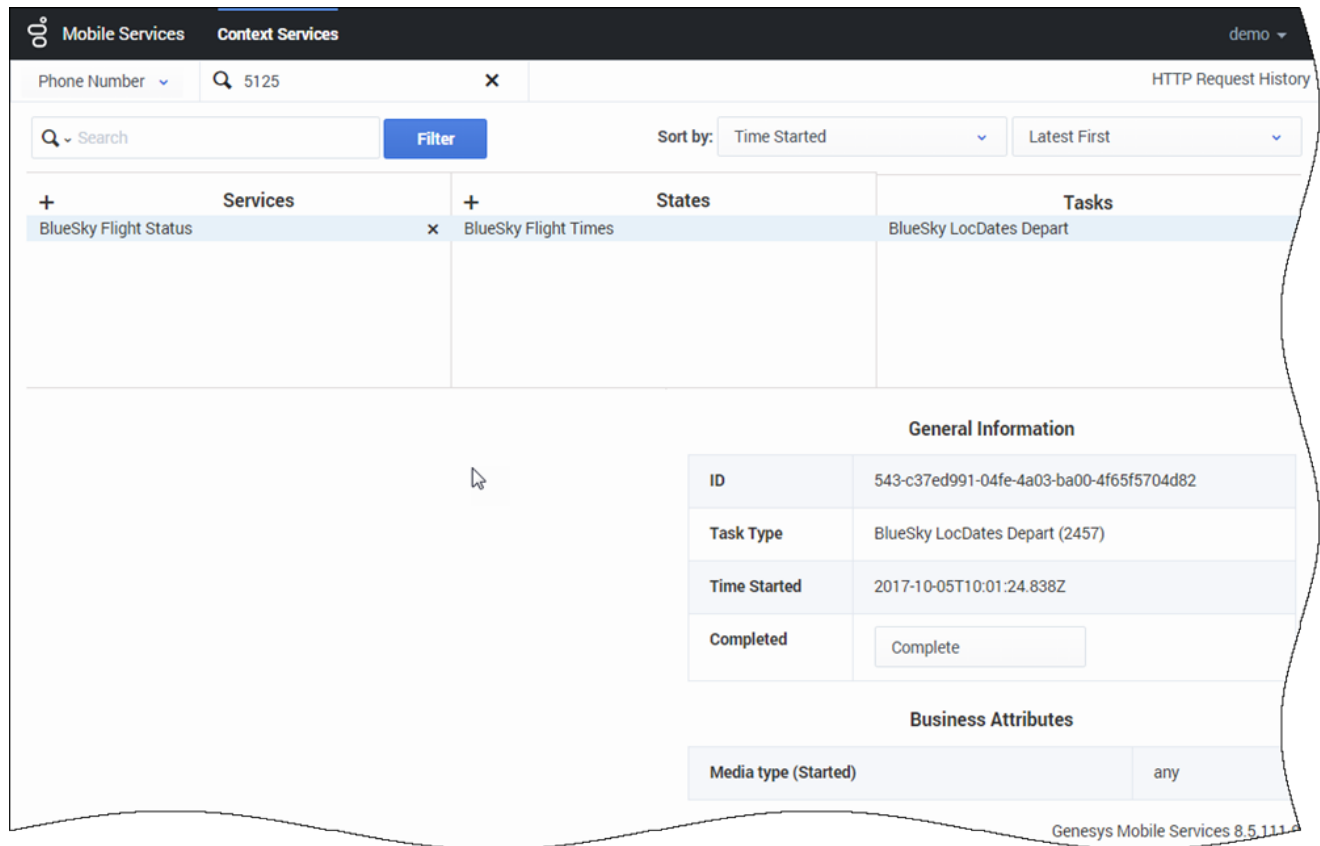
Context Services Interface

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Context Services Interface



The Context Services Interface is a web-based interface that enables edition of Context Services data. This interface is intended to be used by developers and supervisors looking for detailed information about services because it is built to search for profiles, services, states, and tasks based on ID information or UCS information. It does not include all the search abilities that are available in typical agent interfaces.

This interface also enables you to modify or delete a given service.

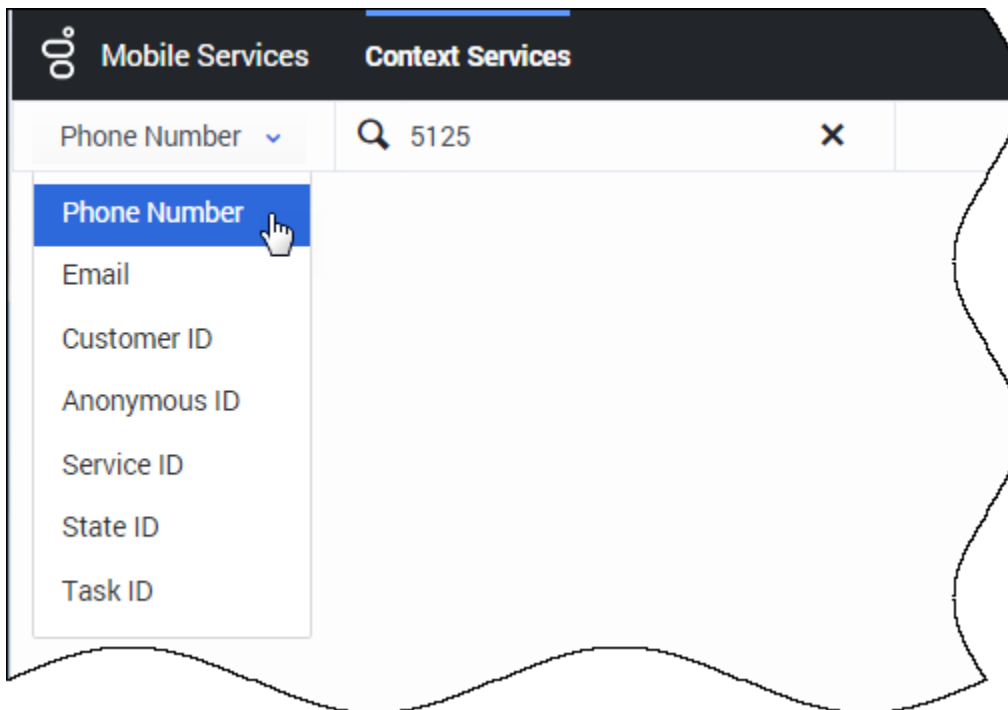
Important

1. The Context Services Interface is available only for single-tenant installations.
2. If you change business attribute values in your configuration, users will need to refresh the Context Services Interface to see the changes taken into account.

Accessing the Standalone Context Service

The Context Services Interface is available as a standalone application. The steps to download and install the service is detailed in [Installing Standalone Context Service](#).

Search for Services



First, you start by searching for services or customers in the Context Services panel. You can search for UCS keys or Service, State, and Task IDs. These fields must be identical to a key in the UCS database to work correctly. There is no automatic completion available.

Select a key in the Search drop down menu, then enter a value in the Search text box. The value must match a UCS entry to provide a result.

The screenshot shows the 'Context Services' tab in a web application. At the top, there's a search bar with '5125' entered. Below it, a table titled 'Which Of these Customers are you referring to?' lists customer information. The table has columns for Last Name, First Name, Phone, Email, Country, State, City, and Language. A 'Cancel' button is at the bottom left.

Last Name	First Name	Phone	Email	Country	State	City	Language
Jones	Jane	5125, 6515559881, 6505559881	jones@demosrv.genesyslab.com	USA	IL	Smallville	Spanish
Jones	John	5125		USA	IL	Smallville	English
Jones	Billy	5125		USA	IL	Smallville	English
Thompson		5125					

The interface displays a list of results. Select an item in the list.

You can then use the interface to modify the service.

Manage your Services

The screenshot shows the 'Manage your Services' interface. It has a search bar, a 'Sort by' dropdown set to 'Time Started', and a 'Latest First' dropdown. Below these are three columns: 'Services', 'States', and 'Tasks'. The 'Services' column has a 'Delete' button (marked with an 'x') and a '+' button. The 'States' column has a '+' button. The 'Tasks' column has a '+' button. A red box highlights the search bar and the 'Sort by' and 'Latest First' dropdowns, with the annotation 'Filter the results'. A large bracket on the left side of the 'General Information' section is annotated with 'General Information updates with the current selection'. The 'General Information' section includes fields for ID, State Type, Time Started, and Completed. The 'Business Attributes' section includes a 'Media type (Started)' dropdown set to 'voice (100)'.

Filter the results

Delete

Create new services, states or tasks

'General Information' updates with the current selection

General Information	
ID	451-b03b7080-15c8-4637-bef7-2f78c5570fd1
State Type	BlueSky Upsell (2455)
Time Started	2016-01-08T13:28:28.276Z
Completed	Complete

Business Attributes	
Media type (Started)	voice (100)

The interface lets you manage the list of objects that you selected. If you selected a customer instance, you get the complete list of objects associated with the Customer ID.

- You can use the sorting tools to change the list displayed.
- You can select an item in the list, and get more details about the object.
- You can delete an object by clicking the 'x' icons.
- You can use the Action menu to perform more actions, such as creating new services, states, tasks.
- You can add services, states, and tasks by clicking the '+' icons.

Display history

HTTP Request History

Action	Path	Data	Method	Status	Time
Get Business Attributes	../1/cs/metadata/business-attributes		GET	200 (OK)	Mon .
Query PhoneNumber	../1/cs/metadata/business-attributes		GET	200 (OK)	Mon .
Query Customer ID	../1/cs/customers/0001Ba5SW8PJ0027/services	{ "acti	GET	200 (OK)	Mon .
Complete Task: 451-e2ec3853-6ea3-4b	../1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{ "tim	POST	204 (No Content)	Mon .
Query Customer ID	../1/cs/customers/0001Ba5SW8PJ0027/services	{ "acti	GET	200 (OK)	Mon .
Complete State: 451-9e263313-0175-4	../1/cs/services/451-3356a9db-3b75-467d-b23f-0c65ada34c	{ "tim	POST	204 (No Content)	Mon .

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- You can get a history view of your queries by clicking **HTTP Request History**.

Create a Service, State, or Task

Services

- BlueSky Flight Status
- BlueSky Book Flight

States

- BlueSky Upsell
- BlueSky Confirmation

Tasks

- BlueSky Confirm Booking
- BlueSky Confirm Booking

State Selection

Select State Type -

- BlueSky Pricing
- BlueSky Location Dates
- BlueSky Flight Times
- BlueSky Upsell
- BlueSky Welcome
- BlueSky Premier To Agent
- BlueSky Resume Service
- BlueSky Preferred Airport
- BlueSky Main Menu
- BlueSky Confirmation
- BlueSky Transfer To Agent
- CMS Test State
- OESSample Sales State
- OESSample Svc State
- OESSample Abandon State

Select a type

General Information

ID	451-a4cdabb-5caa-4f7f-8600-ca4529bff2bf
State Type	BlueSky Confirmation (2469)
Time Started	2016-01-08T15:25:47.081Z
Completed	Complete

Business Attributes

Media type (Started)	cobrowsing (107)
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State Selection

Select State Type -

New State - BlueSkyPreferredAirport for 451-a4cdabb-5caa-4f7f-8600-ca4529bff2bf } *State ID*

Properties

session_id

interaction_id

application_type

application_id

resource_type

resource_id

media_type

est_duration

timestamp ☒ Use Current Timestamp

Additional properties +

Finish by starting the service

You can add services, states, and tasks by clicking the '+' icons. To create states or tasks, first select a service or a state, then choose a type. When you create a new resource, you can fill it and even add some extension data.

Complete a Service, State, or Task

Properties

session_id

interaction_id

application_type

application_id

resource_type

resource_id

media_type

est_duration

timestamp
☐ Use Current Timestamp

disposition

disposition_desc

Additional properties +

General Information

ID	451-a4fcdabb-5caa-4f7f-8600-ca4529bff2bf
State Type	BlueSky Confirmation (2469)
Time Started	2016-01-08T15:25:47.081Z
Completed	Complete

Business Attributes

Media type (Started)	cobrowsing (107)
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Displays the complete panel

Terminate your state

If you can complete a Service, State, or Task, the interface displays a Complete button, that opens the Completion panel.