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API Reference

Profile Attribute Schema

Profile Attribute Schema

Important

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

Purpose: Describes a Profile Attribute schema.

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Description

Describes a Profile Attribute. Each attribute field of the profile corresponds to a recorded schema which details the attribute name, type, and content. Select in "Tenant" the item *specific configuration*, and under "Business Attributes" '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 value "string" or "date".

Predefined Attributes Schema

Default 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 UTC ISO 8601: "yyyy-MM-dd'T'HH:mm:ss.SSS'Z'"
Example: "1981-03-17T02:00:00.000Z"

Resource

| Field | Type | Mandatory | Description |
|-------|--------|-----------|---|
| name | string | yes | The name is unique for each attribute within the given profile. |

| Field | Type | Mandatory | Description |
|-------|-------|-----------|--|
| | | | <ul style="list-style-type: none"> 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) <div style="border: 1px solid #ccc; background-color: #fff9c4; padding: 5px; margin-top: 10px;"> <p>Important In profile attribute schemas, the name is not case-sensitive.</p> </div> |
| type | token | yes | <p>The attribute type, which can be one of the following types:</p> <ul style="list-style-type: none"> Boolean String Integer Long Double Date DateTime Currency <p>Notes:</p> <ol style="list-style-type: none"> The constraints on these types (the minimum and maximum values supported for the integer type) vary with the RDBMS. 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. |

| Field | Type | Mandatory | Description |
|-----------|-------------------|-----------|---|
| default | numeric or string | no | Provides a default value for the attribute. 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. <ul style="list-style-type: none"> • Default length is 256; • Maximum length is 4000. |
| encrypt | Boolean | no | <ul style="list-style-type: none"> • <code>false</code> by default. • <code>true</code> if the server must encrypt the attribute value before saving it to the UCS database. |
| mandatory | Boolean | no | <ul style="list-style-type: none"> • <code>false</code> by default; • <code>true</code> if the attribute is mandatory when inserting a new Profile Extension record. |

Related Operation

- [Query Profile Schema](#)