

GENESYS

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User's Guide

Configure Business Attributes

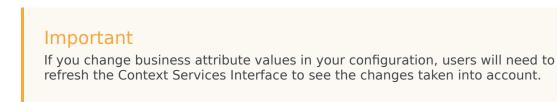
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Configure Business Attributes

To enable Customer Journey, you must map Context Service keys to Business Attribute key-value pairs as described in this page.

The Business Attribute values are defined in the Tenant. Check the options reference for additional details.



Map Context Services with Business Attributes

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2	ofiguration Options Permissions	Dependencies Alarr	ns Logs		
í	New Delete 🛃 Export 🚡 Import — Click N	ew to create	these options	View: Advanced View (Options)	
`	Name 🔺	Section	Option	Value	
r	Filter	business	Filter	Filter	
	business-attributes (11 Items)				
	model object.*attribute name*	business-attributes	*model object name*.*attr		
	business-attributes/Service.disposition	business-attributes	Service.disposition	DispositionCode	
	business-attributes/Service.media_type	business-attributes	Service.media_type	MediaType	
	business-attributes/Service.type	business-attributes	Service.type	ContextManagementService	
	business-attributes/State.disposition	business-attributes	State.disposition	DispositionCode	
	business-attributes/State.media_type	business-attributes	State.media_type	MediaType	
	business-attributes/State.type	business-attributes	State.type	ContextManagementState	
	business-attributes/Task.disposition	business-attributes	Task.disposition	DispositionCode	
	business-attributes/Task.media_type	business-attributes	Task.media_type	MediaType	
	business-attributes/Task.type	business-attributes	Task.type	ContextManagementTask	
ÞÌ	map-names	business-attributes	map-names	true	

- 1. Edit your Context Services application in Genesys Administrator or Configuration Manager.
- In the Options tab, select the business-attributes section or the business-attributes.<TenantID> section if you are in a multi-tenant configuration.
 [+] Tell me why.
 You must create a business-attributes section per tenant if you are in a multi-tenant environment. Click here for configuration details.
- 3. Create the following options as follows.
 - Enter \${resource name}.\${field name} for the Name such as, for instance:

Service.service_type, Task.disposition, State.media_type.
Possible \${resource name} values are:

- Service
- State
- Task
- Possible \${field name} values to map are:
 - type (for service type)
 - disposition
 - application_type
 - resource_type
 - media_type
- For the **Value**, enter the name of the Business Attribute configured in the proper tenant. A Business Attribute can be mapped to several resource fields. For instance, the Service.media_type and Task.media_type string can both point to MediaType Business Attributes.
- 4. Click **Add** to create a map-names option.
 - Enter map-names for the **Name**.
 - For the **Value**, enter:
 - true to return the Names of Business Attribute Values instead of DB IDs in the responses for GET operations.
 - false (default) to return the DB IDs of Business Attribute Values in the responses for GET operations.

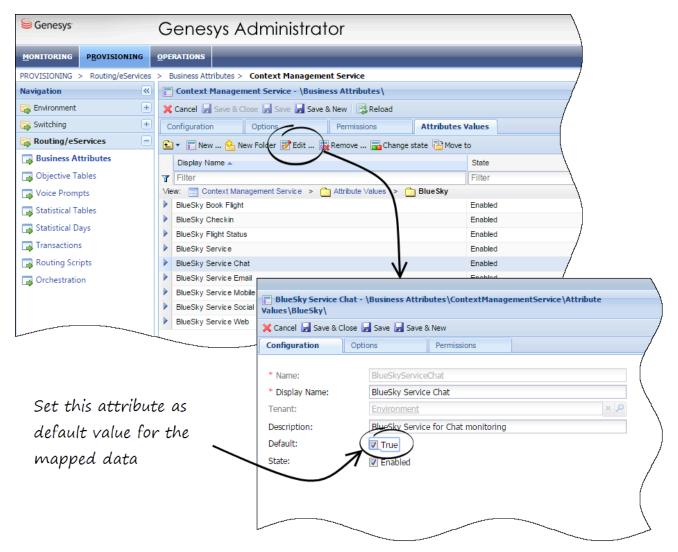
Example of Mapped Values

PROVISIONING > Routing/eServices > Business Attributes > Context Management Service		
Navigation 🔍	Context Management Service - \Business Attributes	
🕞 Environment 🔹	💢 Cancel 🚽 Save & Close 🚽 Save 🛃 Save & New 🛛 🔀 Reload	
🕞 Switching 🛛 🛨	Configuration Options Permissions Attributes Values	
🕞 Routing/eServices 📃	💼 🔻 📄 New 💁 New Folder 😿 Edit 🙀 Remove 🙀 Change state 📑 Move to	
📑 Business Attributes	Display Name A State	
📑 Objective Tables	Tilter	
📑 Voice Prompts	View: Context Management Service > C Attribute Values > BlueSky	
Statistical Tables	BlueSky Book Flight Enabled	
Statistical Days	BlueSky Checkin Enabled	
_	BlueSky Flight Status Enabled	
Transactions	BlueSky Service Enabled	
📪 Routing Scripts	BlueSky Service Chat Enabled	
🕞 Orchestration	BlueSky Service Email Enabled	
	BlueSky Service Mobile Enabled	
	BlueSky Service Social Enabled	
	BlueSky Service Web Enabled	

In the example above, the list of service types is defined as the value of the ContextManagementService business attributes.

You can use the mapped business attributes, key and associated values, to retrieve resources through GET operations by setting to true the map-names options, as stated above.

Set Default Values for your Business Attributes



If you set a default business attribute value for one of your mapped business attributes, this value will be used by default for the mapped data in your Context Services queries.

Let's consider that you mapped the ContextManagementService attribute with the service_type data, and you set the BlueSkyServiceChat value as default. Then, if you perform a Service start:

POST /services/start

You do not have to specify the service_type property; service_type is automatically set by default to BlueSkyServiceChat.

Tip

Starting 8.5.105, the Context Services Interface uses display names in panels and lists. Make sure to set meaningful display names when defining Business Attributes and their attributes.