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Composer Help

Context Services Blocks

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Context Services Blocks

If the **Context Services capability** is enabled at your site, you can use the Context Services blocks to create callflows/workflows that extract customer data elements from the UCS Database and apply this knowledge when creating **routing** or **voice applications**. You can map returned data to application variables for the following VXML/SCXML Context Services blocks: **Query Customer**, **Identify Customer**, **Query Services**, **Query Tasks**, and **Query States**. You can configure Universal Contact Server to return the Business Attribute names instead of the Business Attribute ids when querying Service, State or Task records. To enable this feature, see the business-attributes section of the **Context Services User's Guide** on the Genesys Documentation Wiki: Link to **Context Services online documentation**.