GENESYS™

Composer Help

Context Services Common blocks

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If the Context Services capability is enabled at your site, you can use the following 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.

- **Associate Service Block** to associate an anonymous service record with a customer whose profile exists in the database used for Context Services.

- **Complete Service Block** to mark an active service as completed in the Universal Contact Server Database used for Context Services. You can also use this block to pass additional state-related data to the database. For example, when completing a service state, such as "Callback pending," the disposition could be "unsuccessful - no answer."

- **Complete State Block** to mark the completion of a specified state in the context of a service in the database used for Context Services.

- **Create Customer Block** to create a callflow/workflow that includes the capability to create a customer profile through Context Services.

- **Complete Task Block** to mark the application as completing a specified task within a service/state.

- **Enter State Block** to mark the entry of the application into a specified state in the context of a service.

- **Identify Customer Block** to identify a customer in the database based on search criteria, which can be customer profile core data or customer profile extension data. If the customer is found, then Context Services can provide data that can be used to personalize offer or to resume/modify a service in process.

- **Query Customer Block** to look up a customer's core profile and profile extension attributes. Use the CustomerID to specify which customer you want to return data for. Composer stores the returned results in an application variable.

- **Query Services Block** to query the Universal Contact Server Database for a list of services associated with a particular Customer ID or, in case of unassociated services, the Contact Key. Composer stores the result in an application variable. You can query for active services, completed services, both active and completed services.

- **Query States Block** to query the database used for Context Services for active and completed states data for a specified service. You can also query for other types of service states such as user-defined service states.

- **Query Tasks Block** to query the Universal Contact Server Database used for Context Services for active and completed tasks within a state for a specified service.

- **Start Service Block** to communicate the creation or start of a service in the UCS Database. The service may or may not be immediately associated with a customer. For example, an application, such as a routing workflow, may not know the customer's identity when the service is started so the service may be started anonymously. Once the customer is known and identified, the workflow may associate the anonymous service with the customer.

- **Start Task Block** to mark the application as entering a specified task within a service/state.

- **Update Customer Block** to update the customer profile in the database used for Context Services. You can update customer profile core data or customer profile extension data.