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## Composer Help

Identify Contact Block

# Identify Contact Block

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This block is hidden from the eServices palette by default. To make the block visible, right-click on the eServices palette title bar and select Customize from the **Palette Group menu**. A dialog box opens where you can de-select Hide. This block can be used for various purposes. You can:

- Identify a contact based on the **User Data** of the current interaction.
- Return a list of matching Contact IDs based on the User Data. This occurs only if a single matching contact record is found or if the Return Unique property is set to false. Contact attribute values (first name, last name, email address, and so on) are returned only when a single matching contact is found (no matter what is the value of the Return Unique property).
- Create a contact record in the Universal Contact Server (UCS) Database with information in the User Data if a matching contact is not found.
- Update the interaction's User Data with data returned by UCS.

Important! See **Mandatory User Data For UCS Blocks**. Also see the section on Contact Identification and Creation in the *eServices 8.1 User's Guide*.

## Use Case

1. An inbound interaction initiates a routing workflow.
2. Based on data attached to the interaction, the contact is identified from UCS, and the interaction's user data is updated.
3. The user data is then assigned to variables and is then used to provide an automated response that is personalized with the First Name, Last Name and the contact address of the contact.

The Identify Contact block has the following properties:

## Name Property

Find this property's details under **Common Properties**.

## Block Notes Property

Find this property's details under **Common Properties**.

## Exceptions Property

Find this property's details under **Context Services Exception Events**. Also see **Exception Events for eServices UCS Blocks** where the following exceptions are supported: 201, 203, 502, 510, 701, 710,

716, 730.

## Interaction ID Property

Find this property's details under [Common Properties](#).

## Contact Count Property

Select the variable whose value will contain the number of identified contacts.

## Contact Created Property

Select the variable whose value will be set to true if a contact has been created in the database; otherwise the variable will be set to false.

## Contact List Property

Select the variable whose value will contain the list of identified contacts, or the identifier of the newly created contact.

## Result Property

Select the variable which will contain the data returned by the Universal Contact Server.

## Variables Mapping Property

Find this property's details under [Common Properties](#).

## Create Contact Property

- Select **true** to specify that a new contact record should be created in the database when no matching contact is identified based on the interaction's User Data.
- Select **false** to specify that a new contact record should not be created in the database when no matching contact is identified based on the interaction's User Data.

### Return Unique Property

- Select **true** to not have matching Contact IDs returned when multiple contacts are identified in the database based on the interaction User Data.
- Select **false** to have matching Contact IDs returned when multiple contacts are identified in the database based on the interaction User Data.

### Tenant Property

Find this property's details under [Common Properties](#).

### Universal Contact Server Property

Find this property's details under [Common Properties](#).

### Update Interaction User Data Property

Find this property's details under [Common Properties](#).

### Update User Data Property

Find this property's details under [Common Properties](#).

### Condition Property

Find this property's details under [Common Properties](#).

### Logging Details Property

Find this property's details under [Common Properties](#).

## Log Level Property

Find this property's details under [Common Properties](#).

## Enable Status Property

Find this property's details under [Common Properties](#).