GENESYS™

Composer Help

Update Customer Block

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Update Customer Block

Contents

Use this block to update the customer profile in the database used for Context Services. You can update customer profile Profile Core core data or customer profile extension data. Composer supports multi-valued extensions starting with Universal Contact Server 8.0.2. For more information on Context Services attributes and extensions, see the *Context Services User's Guide*.

Note: Place this block after the Query Customer block after you place the results of the customer query in a variable. This applies if you want to update some individual customer attributes and keep the other attributes at their original values. Otherwise, to remove all older attribute values, you do not need to use a Query Customer block and the Profile Data Variable property can remain not set.

Note! You may wish to configure Context Services Preferences. The behavior of some properties can vary depending on whether you are in offline or online mode.

The Update Customer Profile block has the following properties:

Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Profile Data Variable

Click the down arrow under Value and select the variable that contains the customer profile data for the update operation. A Query Customer block can be used to initialize this variable.

Profile Data Property

Use this property to specify the core or extension customer profile data.

1. Click under **Value** to display the ▦ button.
2. Click the ▦ button to open the Profile Data dialog box. The first time this dialog box appears, an **Add** button appears on the left side only.
3. Click **Add** to open the Profile Attribute dialog box.
4. Click the down arrow and select either **Core** (for customer profile core data) or a customer profile extension.

5. Click **OK** to close the Profile Extension dialog box. The Profile Data dialog box adds a second column with a second **Add** button.

6. With Core or the customer profile extension still highlighted in the first column, click the **Add** button in the second column. The Customer Attribute dialog box opens. Do one of the following:

    - Opposite **Attribute**, select the attribute (core or extension depending on what you previously selected). In offline mode, there is an additional field ''Attribute Type'' in this dialog where you must choose between **string**, **Boolean**, **integer**, **long**, **double**, **date**, **datetime**, or **currency** depending on the customer profile attribute definition.

    - Opposite **Type**, select **Literal** or **Variable**.

    - Opposite **Value**, enter the literal or select the variable.

    - Click **OK** to close the dialog box. The Profile Data dialog box reflects your entry.

7. Repeat these steps if you wish to update another attribute.

Exceptions Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for strategy blocks.

You can also define custom events.

Customer ID Property

Click the down arrow under Value and select a variable to specify the Customer Identifier.

Operation Property

Use this property to select the block's operation. Click the down arrow and select one of the following:

- **Update** to update an existing customer profile.
- **Insert Extension** to insert extensions records to an existing customer profile.

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.