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Composer Help

Context Services 8.5 Support

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Starting with 8.1.440.18, Composer supports **Context Services 8.5**, which adds a group of additional capabilities that **Genesys Mobile Engagement** (GMS) provides. As a result, Composer 8.1.440.18 support for Context Services 8.5 divides into two parts:

- Support for a customer profile model (**customer profile blocks**) which is served by the Universal Contact Server API. Customer profile blocks continue to store data in the UCS Database.
- Support for a service model (**services/states/tasks blocks**), which is served by the **GMS API** (starting with UCS 8.5/GMS 8.5.1) as described in the **Context Services 8.5 User's Guide**. In Context Services 8.5, service data is stored in the Genesys Mobile Services Cassandra database. For more on this, see the **migration** section in the *Context Services 8.5 User's Guide*.

The Composer 8.1.440.18 **Context Services Preferences** dialog box reflects the customer profile and service management models.