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Composer Help

Create Customer Block

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Use to create a callflow/workflow that includes the capability to create a customer profile through **Context Services**. Example use cases:

- The application queried Context Services, which did not have a record for this customer.
- The application wants to create customer preference data (last agent used, language preference, preferred agent, contact media preference and ordering, contact address information, etc.) to optimize and personalize the any future processing associated with the customer.

In order to use this block in a callflow, you must have Media Control Platform (MCP) 8.1.300.76+ installed.

Tip

If using Context Services 8.5, the database for service/state information is the Genesys Mobile Services database. If using Context Services 8.1, the database for service/state information is the Universal Contact Server database. For more information, see **General Guidelines for Context Services Preferences**.

The Create Customer block has the following properties. The behavior of some properties can vary depending on whether you are in **online or offline mode**.

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 Property

Use this property to enter key-value pairs corresponding to the customer profile.

1. Click under Value to display the  button.
2. Click the  button to open the Configure Profile Data dialog box.

3. Click Add to open the Add Extension dialog box.
4. Click the down arrow, select **core** or an extension, and click **OK**. The Configure Profile Data dialog box adds **Name** and **Value** fields and a second **Add** button.
5. Click the second **Add** on the right to open the Add Attribute dialog box.
 - If you selected core, select a customer profile predefined value for Attribute. Opposite **Type**, select literal if you wish to enter the value now or variable if the value is contained in a variable. Opposite Value, enter the value or select a variable and click **OK**.
 - If you selected a customer profile extension, select a user-defined extension for Attribute. Opposite Type, select literal if you wish to enter the value now or variable if the value is contained in a variable. Opposite **Value**, enter the value or select a variable and click **OK**.

The **Name** and **Value** fields in the Configure Profile Data dialog box reflect your entries.

1. Click **Add** again to continue entering customer attributes in this fashion.

Exceptions Property

Find this property's details under [Common Properties for Callflow Blocks](#) or [Common Properties for Workflow Blocks](#). You can also define [custom events](#).

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](#).

Customer ID Property

Click the down arrow under Value and select a variable that contains the Customer Identifier for the anonymous service.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new **ORS Extensions** property.