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eServices Administrator's Guide

Specify Attributes To Check in Contact Identification

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Specify Attributes To Check in Contact Identification

1. In Configuration Manager, open the `Properties` window for the desired contact attribute.
2. On the `Annex` tab of the `Properties` window (to set Configuration Manager to show the `Annex` tab, see `Configuration Manager Help`), create a `settings` section if it does not already exist.
3. In the `settings` section, create an option called `is-searchable`. Set its value to `TRUE` to make UCS use this attribute in contact identification. Set its value to `FALSE` to keep UCS from using this attribute in contact identification.

(The default value depends on the attribute. The five attributes used in UCS's **default behavior** have the default value `TRUE`. All other attributes have the default value `FALSE`).

Important

This procedure affects the value of the desired attribute's `IsSearchable` attribute in the UCS database. You must use only this procedure to do this. Never edit any attribute or value directly in the database.

There is also a way to control which attributes are searchable from the agent desktop, described in the "Making an Attached Attribute Sortable" section of the "Interaction Package" chapter of the **Selected Conceptual Data Models for the UCS Database**