Customer_Lookup

Use the `Customer_Lookup` element to search for the existing customers present in Context Service based on the query parameters. You can combine multiple query parameters by using a logical AND or OR operator.

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Query Parameters	string	Yes	`true`	`true`	None	The actual search parameters based on which a search is performed. For example, if the customer listings in Context Service contain data elements such as email address and phone number, you can use the name-value pair to search for data in Context Service. **Note** You can create up to ten query parameters.
Operator	string	No	`true`	`false`	AND	The logical AND or OR operator used to combine multiple query parameters.

Element Data

Name	Type	Notes

context_city	string	Contains the Context_City data element associated with the Customer.
context_country	string	Contains the Context_Country data element associated with the Customer.
context_customer_external_id	string	Contains the Context_Customer_External_ID data element associated with the Customer.
context_first_name	string	Contains the Context_First_Name data element associated with the Customer.
context_home_email	string	Contains the Context_Home_Email data element associated with the Customer.
context_home_phone	string	Contains the Context_Home_Phone data element associated with the Customer.
context_last_name	string	Contains the Context_Last_Name data element associated with the Customer.
context_mobile_phone	string	Contains the Context_Mobile_Phone data element associated with the Customer.
context_state	string	Contains the Context_State data element associated with the Customer.
context_street_address_1	string	Contains the Context_Street_Address_1 data element associated with the Customer.
context_street_address_2	string	Contains the Context_Street_Address_2 data element associated with the Customer.
context_work_email	string	Contains the Context_Work_Email data element associated with the Customer.
context_zip	string	Contains the Context_Zip data element associated with the Customer.
customer_id	string	Contains the Customer ID of the last updated Customer which matches the search criteria.
customer_count	string	Contains the number of customers that match your search criteria.
search_result_as_ json	string	Contains data of all customers in the JSON format.

Exit States

Name	Notes
done	The element is successfully run and the search operation is successful.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > **Context Service**	com.audium.server.action.contextservice.CustomerLookUpAction

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio.*