

Accounts and contacts

Calculate contact age

Version 7.18



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Calculate contact age

PRODUCTS: [ALL CREATIO PRODUCTS](#)

Creatio automatically calculates contact age based on the value in the [*Birthdate*] field for customer database segmentation. If the [*Birthdate*] field is empty on the contact page, the value in the [*Age*] field will be “0.” Please take this into account when setting up filters that use this field.

Creatio updates the value in the [*Age*] column in the following instances:

- Whenever a new contact record **is saved** or the value in the [*Birthdate*] field is updated. In this case, the value in the [*Age*] field is updated only for the current contact.
- On **running** the [*Update the values in the “Age” column*] action in the [*Contacts*] section. In this case, the age will update all contacts.
- **Daily**, at a specific time. The age is calculated only for those contacts whose birthday is on the current day.

Set up age calculation

The following age calculation settings are available:

- set up a time for daily updating of contact ages
- disable daily update of contact age
- disable any automatic updates of contact age.

Use the [system settings](#) in the “Contact age” folder.

Note. The list of system settings is available in a separate article. Be sure to specify the system setting code (as opposed to its localizable title).

Users require permission to the “Can run actualize contact age process” (the “CanRunActualizeContactAgeProcess” code) system action.

To **set up regular automatic updates of contact age**, go to the [*Contacts*] section and run [*Actions*] > [*Schedule daily update of the “Age” column*]. If you change the time using the action in the [*Contacts*] section, the modifications will apply during the next age update.

To **disable daily updating** of the [*Age*] column, clear the checkbox in the “Enable automatic daily update of the contact ages” (the “RunAgeActualizationDaily” code) system setting. After this, the age calculation function will be performed only on saving contact records.

To **disable age calculation completely**, clear the checkbox in the “Enable updating contact ages” (the “ActualizeAge” code) system setting. This disables the age calculation functionality, regardless of the values of other system settings in the “Contact age” folder. If the age calculation functionality is disabled, the [*Age*] field on the contact page becomes editable.