GENESYS™

Designer User's Guide

Manage custom variables

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- Administrator

Learn how to create and edit custom variables to use in standard responses.

Related documentation:
  -

Use Custom Variables Management to create custom variables to use in field codes. Custom variables have the following properties:

- Their values are assigned by strategy objects.
- Standard responses that use field codes containing custom variables must have the usage type Acknowledgment.

Access Custom Variables Management under the **Digital Resources** menu.

Custom Variables

Name	Type	Default Value	
CV_DateTime	String	2021-01-06T14:43:01.700Z	✎ ⧉ 🗑
CV_Double	Double	0.9999	✎ ⧉ 🗑
CV_String	String	String	✎ ⧉ 🗑
CV_Int	Integer	101	✎ ⧉ 🗑
CV_Name	String	Default Value	✎ ⧉ 🗑

See how it works

Watch the following video to see how you can manage custom variables for field codes in Designer:

Link to video

Create or edit a custom variable

When you create a new custom variable, the **New Custom Variable** view opens on the right side of the page. To begin, give your variable a name and brief description.

The custom variable name can consist of no more than 64 alphanumeric characters (a-z, A-Z, 0-9) and underscore.

Choose the **Type** of custom variable and add a default value that corresponds to the type. If you choose DateTime, use the calendar widget to select a default date and time or enter your own value in this format: "yyyy-MM-ddTHH:mm:ss.SSSZ".

Copy a custom variable

You can copy an existing variable with the **Copy** button (⬜). This opens the **New Custom Variable** view with the copied information. The name of the variable includes "_N", where "N" is the number of the copy. For example: CV_DateTime_1, CV_DateTime_2, and so on.

Delete a custom variable

To delete a custom variable, just click the delete icon (🗑).

Search for a custom variable

To search for a custom variable, use the search box above the table. The results filter automatically based on the text you enter in the search box.

Name	Type	Default Value			
CV_DateTime	DateTime	2021-01-06T14:43:01.700Z	✏	⧉	🗑
CV_String	String	String	✏	⧉	🗑
CV_Int	Integer	101	✏	⧉	🗑
CV_Name	String	Default Value	✏	⧉	🗑

+ Add Custom Variable 🔍 CV_ ✕