

GENESYS

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Designer User's Guide

Manage custom variables

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Designer User's Guide



Administrator

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

Related documentation:

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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

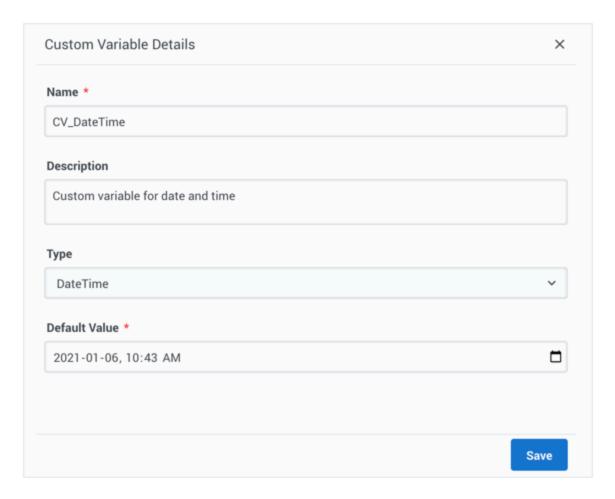


See how it works

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 (\square). 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.

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Delete a custom variable

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

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.



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