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Genesys Knowledge Center User's Guide

Variables

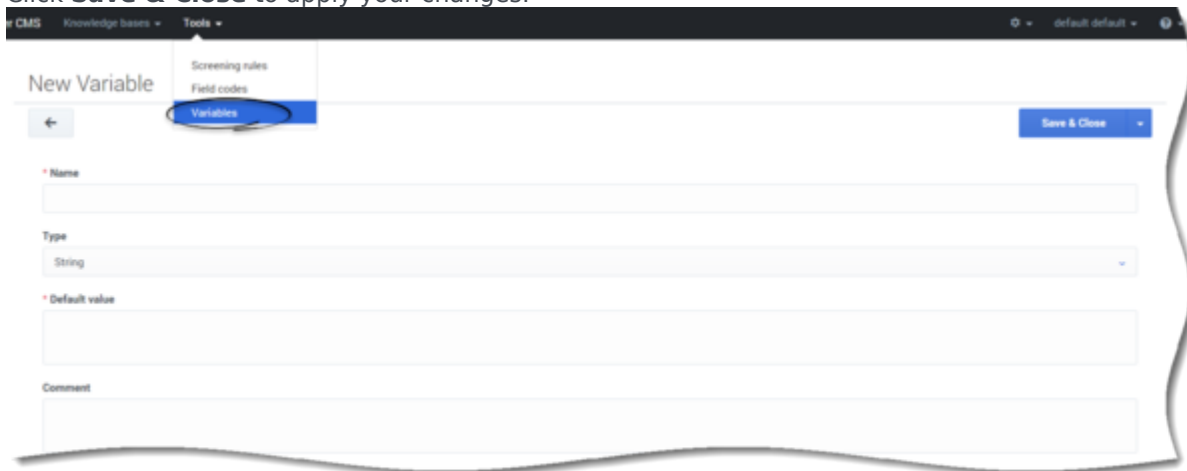
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Variables

Variables can be used in **interaction routing** but are mainly your building blocks for **field codes**. The ability to access interaction data is perhaps the most frequent use of field codes. Although field code formulas can be very complicated, many simply retrieve a single piece of data, such as a contact's name.

Creating a new variable

1. Click **Tools > Variables**.
2. Click **Create**.
3. Fill in the mandatory fields (**Name**, and **Default value**) as well as any other relevant fields for your new variable. See **Field descriptions** for more information.
4. Click **Save & Close** to apply your changes.



Field descriptions

| Field | Description |
|----------------------|---|
| Name | Mandatory. The name of the new variable. |
| Type | Optional. String – alphanumeric Integer – numeric |
| Default value | Mandatory. |

| Field | Description |
|----------------|--|
| | The content of your variable. |
| Comment | Optional. Any additional comments you have regarding this new variable. |