

# Persistent and Non-persistent User Variable in ICM

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## Questions

### Introduction

What is a Persistent User Variable in ICM?

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## Introduction

This document describes the persistent and non-persistent user variable in a Cisco Intelligent Contact Management (ICM) environment.

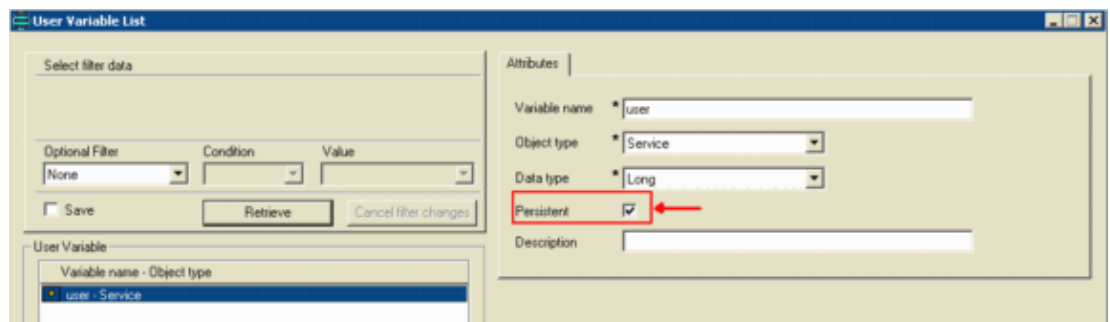
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### Q. What is a Persistent User Variable in ICM?

A. The definitions of user variables are contained in the User\_Variable table on the central database. The User Variable list tool is used to create, update, and delete user variables. Each user variable must meet this criteria:

1. Have a name that begins with user.
2. Be associated with an object type, for example, Service. (This enables ICM to maintain an instance of that variable for each object of that type in the system.)
3. Be identified as a persistent (retains value across CallRouter restarts) or non-persistent (does not retain value across CallRouter restarts) variable. Figure 1 demonstrates the creation of a persistent user variable, where the name is **user** which is associated with **Service**.

**Figure 1 Create a Persistent User Variable**



The screenshot shows the 'User Variable List' application window. On the left, there is a 'Select filter data' section with an 'Optional Filter' table. The table has columns for 'Optional Filter', 'Condition', and 'Value'. The 'Optional Filter' is set to 'None'. Below the table are buttons for 'Save', 'Retrieve', and 'Cancel filter changes'. In the center, there is a list of 'User Variable' entries, with 'user - Service' selected. On the right, the 'Attributes' section contains the following fields: 'Variable name' (text input with 'user'), 'Object type' (dropdown menu with 'Service'), 'Data type' (dropdown menu with 'Long'), 'Persistent' (checkbox checked, highlighted with a red box and a red arrow), and 'Description' (text input).

4. Holds a value up to 40 characters long.

A user variable can be set and referenced within scripts. If a user variable is persistent, the value is stored in the Persistent\_Variable table on the central database. Both a non-persistent user variable and persistent user variable can be passed between scripts.

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