

Persistent and Non-persistent User Variable in ICM

Document ID: 63020

Contents

Introduction

What is a Persistent User Variable in ICM?

Related Information

Introduction

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

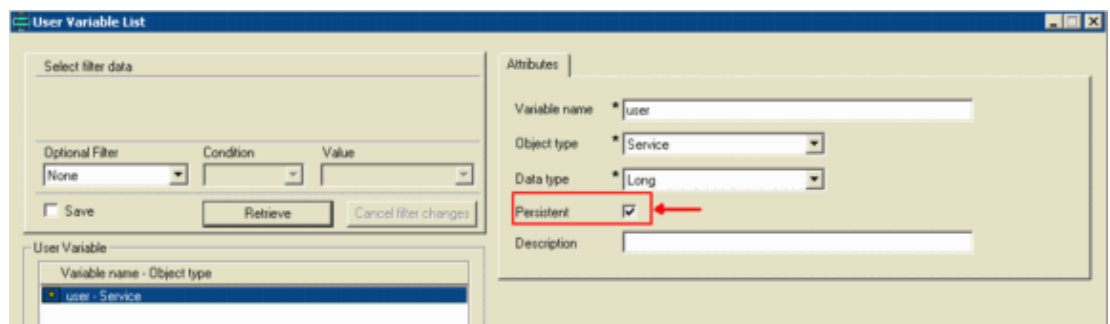
Refer to the Conventions Used in Cisco Technical Tips for more information on document conventions.

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 'Optional Filter' set to 'None', 'Condition' set to '<= >', and 'Value' set to '<= >'. Below this are 'Save', 'Retrieve', and 'Cancel filter changes' buttons. A table below shows a single entry: 'user - Service'. On the right, the 'Attributes' section contains: 'Variable name' (text box 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 box).

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.

Related Information

- **Technical Support & Documentation – Cisco Systems**
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Oct 27, 2005

Document ID: 63020
