Substitution Tag Reference

The following table lists the contents of tags used for setting value substitution. To represent each of the data values, the tag is rendered with braces containing the tag content listed and is case sensitive. The fragments rendered **bold** represent values replaced by the application designer. Optional information is enclosed in brackets ([]).

Tag Content	Description
CallData.ANI	The ANI of the current call or NA if not sent.
CallData.DNIS	The DNIS of the current call or NA if not sent.
CallData.UUI	The UUI of the current call or NA if not sent.
CallData.IIDIGITS	The IIDIGITS of the current call or NA if not sent.
CallData.SOURCE	The name of the application that transferred to this one.
CallData.APP_NAME	The name of the current application.
CallData.DURATION	The duration, in seconds, of the call up to this point.
CallData.LANGUAGE	The language for the application, up to this point in the call.
CallData.ENCODING	The VoiceXML encoding for the application, up to this point in the call.
Data.Session.**VAR**	The value of Session Data where VAR represents the name of the session variable. The object stored there will be represented as a string.
Data.Element.**ELEMENT.VAR**	The value of Element Data where ELEMENT represents the name of the element and VAR represents the name of the element variable.
Data.Session.lastException.type	The type of the last exception occurred.
Data.Session.lastException.code	This is the exception code for the last exception occurred.
Data.Session.lastException.message	The message of the last exception.

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Data.Session.lastException.custom_field1, custom_field2, and custom_field3	This is the user-defined fields of the last exception.
CallerActivity.NthElement.**N**	The name of a certain element visited in the call where N represents the number for the nth element.
CallerActivity.NthExitState.**N**	The name of a certain element's exit state visited in the call where N represents the number for the nth element.
CallerActivity.TimesElementVisited.**ELEMENT**	The number of times an element was visited in the call where ELEMENT represents the name of the element.
CallerActivity.imesElementVisitedExitState. **ELEMENT.EXIT_STATE**	The number of times an element was visited in the call with a particular exit state where ELEMENT is the name of the element and EXIT_STATE is the exit state.
GeneralDateTime.HourOfDay.CURRENT	The current hour.
GeneralDateTime.HourOfDay.CALL_START	The hour the call started.
GeneralDateTime.Minute.CURRENT	The current minute.
GeneralDateTime.Minute.CALL_START	The minute the call started.
GeneralDateTime.DayOfMonth.CURRENT	The current day of the month.
GeneralDateTime.DayOfMonth.CALL_START	The day of the month the call started.
GeneralDateTime.Month.CURRENT	The current month.
GeneralDateTime.Month.CALL_START	The month the call started.
GeneralDateTime.DayOfWeek.CURRENT	The current day of the week.
GeneralDateTime.DayOfWeek.CALL_START	The day of the week the call started.
GeneralDateTime.Year.CURRENT	The current year.
GeneralDateTime.Year.CALL_START	The year the call started.

The following tags will cause an error if the User Management System is inactive. Additionally, these tags relate to the current user and will cause an error unless the call is linked to a UID.

Tag	**Description**
UserInfo.Demographic.NAME	The name of the current user.
UserInfo.Demographic.ZIP_CODE	The zip code of the current user.
UserInfo.Demographic.BIRTHDAY	The birthday of the current user.
UserInfo.Demographic.GENDER	The gender of the current user.
UserInfo.Demographic.SSN	The social security number of the current user.
UserInfo.Demographic.COUNTRY	The country of the current user.

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UserInfo.Demographic.LANGUAGE	The language of the current user.
UserInfo.Demographic.CUSTOM1	The contents of the first custom column of the current user.
UserInfo.Demographic.CUSTOM2	The contents of the second custom column of the current user.
UserInfo.Demographic.CUSTOM3	The contents of the third custom column of the current user.
UserInfo.Demographic.CUSTOM4	The contents of the fourth custom column of the current user.
UserInfo.AniInfo.FIRST	The first phone number associated with the current user's account.
UserInfo.AniInfo.NUM_DIFF	The total number of different phone numbers associated with the current user's account.
UserInfo.UserDateTime.HourOfDay. LAST_MODIFIED	The hour of the last time the current user's account was modified.
UserInfo.UserDateTime.HourOfDay. CREATION	The hour of the last time the current user's account was created.
UserInfo.UserDateTime.HourOfDay. LAST_CALL	The hour of the last time the current user called.
UserInfo.UserDateTime.Minute. LAST_MODIFIED	The minute of the last time the current user's account was modified.
UserInfo.UserDateTime.Minute.CREATION	The minute of the last time the current user's account was created.
UserInfo.UserDateTime.Minute. LAST_CALL	The minute of the last time the current user called.
UserInfo.UserDateTime.DayOfMonth. LAST_MODIFIED	The day of the month of the last time the current user's account was modified.
UserInfo.UserDateTime.DayOfMonth. CREATION	The day of the month of the last time the current user's account was created.
UserInfo.UserDateTime.DayOfMonth. LAST_CALL	The day of the month of the last time the current user called.
UserInfo.UserDateTime.Month. LAST_MODIFIED	The month of the last time the current user's account was modified.
UserInfo.UserDateTime.Month.CREATION	The month of the last time the current user's account was created.
UserInfo.UserDateTime.Month.LAST_CALL	The month of the last time the current user called.

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UserInfo.UserDateTime.DayOfWeek. LAST_MODIFIED	The day of the week of the last time the current user's account was modified.
UserInfo.UserDateTime.DayOfWeek. CREATION	The day of the week of the last time the current user's account was created.
UserInfo.UserDateTime.DayOfWeek. LAST_CALL	The day of the week of the last time the current user called.
UserInfo.UserDateTime.Year. LAST_MODIFIED	The year of the last time the current user's account was modified.
UserInfo.UserDateTime.Year.CREATION	The year of the last time the current user's account was created.
UserInfo.UserDateTime.Year.LAST_CALL	The year of the last time the current user called.
UserInfo.CalledFromAni	Is *true* if the current user has made calls from the current phone or *false* if not.
UserInfo.AccountInfo.PIN	The PIN number of the current user's account.
UserInfo.AccountInfo.ACCOUNT_NUMBER	The account number of the current user's account.
UserInfo.AccountInfo.EXTERNAL_UID	The external UID of the current user's account.

These tags relate to historical data. While still requiring the User Management System to be active, these do not require a user to be associated with the call. The fragments rendered **bold** represent values replaced by the application designer. Optional information is encapsulated in brackets ([]).

Tag Content	**Description**
GeneralAniInfo.AniDateTime.HourOfDay. LAST_CALL[.**ANI**]	The hour of the last time a call was received from the current phone number. Use ANI to get the last time a call was received from another number where ANI is the number.
GeneralAniInfo.AniDateTime.Minute. LAST_CALL[.**ANI**]	The minute of the last time a call was received from the current phone number or ANI if specified.
GeneralAniInfo.AniDateTime.DayOfMonth. LAST_CALL[.**ANI**]	The day of the month of the last time a call was received from the current phone number or ANI if specified.
GeneralAniInfo.AniDateTime.Month. LAST_CALL[.**ANI**]	The month of the last time a call was received from the current phone number or ANI if specified.
GeneralAniInfo.AniDateTime.DayOfWeek. LAST_CALL[.**ANI**]	The day of the week of the last time a call was received from the current phone number or ANI if specified.
GeneralAniInfo.AniDateTime.Year. LAST_CALL[.**ANI**]	The year of the last time a call was received from the current phone number or ANI if specified.
GeneralAniInfo.AniNumCalls[.**ANI**]	The number of calls received from the current phone number or ANI if specified.

- Each Date / Time tag evaluates to 0–23 when referring to the hour, 0-59 when referring to the minute, 1–12 when referring to the month, 1–31 when referring to the day of the month, 1–7 when referring to the day of the week (where 1 is Sunday), and the year is represented as a four-digit number.
- If any data represented by the tag ends up as null, substitution renders it as an empty string. For example, if a setting contained *source{CallData.SOURCE}* and there was no application that transferred to the current application, the setting would be evaluated as *source*. In this case, a warning appears in the Error Log for the application noting that a substitution value was null and was replaced with an empty string.

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