Variables

Variables are containers for information pertaining to a call. They can be used in the routing of the IVR.

Naming Convention

Variable names begin with a dollar sign. For example: *$caller*, *$myVariable.*

System Variables

System variables are defined and given values by the system.

The following system variables are available:

Variable	Use	From Release	Requires
$acd_groupend_reason	The reason for leaving the last ACD group. See ACD ... Types Overview, Tab "Group End Reasons" for details.		
$acd_queueleave_dtmf	The DTMF which was pressed to leave the ACD, if the ACD Group End Reason (see $acd_groupend_reason) is 109 - i.e. the call left the ACD group based on a DTMF press in the ACD queue.		
$appname	The name of the routing application		
$called	The called number		
$caller	The Caller ID		
$callerhash	The Caller ID as a hash value. This variable can even be accessed, if callers withhold their numbers, or the number is anonymised by *xxx*-ing the last three digits. This enables a black- and whitelist function and junk call protection to be realised without knowing the full number.		
$caller_areacode	Caller area code, determined from the area codes table.		
$caller_e164	The Caller ID in E.164 format		
$caller_landline	Contains a 1 if the caller is ringing from a landline phone, otherwise a 0, determined from the area codes table.		
$caller_mobile	Contains a 1 if the caller is ringing from a mobile phone, otherwise a 0, determined from the area codes table.		
$caller_nielsenarea	The Nielsenarea of the caller, determined from the area codes table.		
$caller_postcode1	The caller's post code (first digit only, further digits are XXXX), determined from the area codes table.		
$caller_postcode2	The caller's post code (first two digits only, further digits are XXX), determined from the area codes table.		
$caller_postcode3	The caller's post code (first three digits only, further digits are XX), determined from the area codes table.		
$caller_statename	The caller's state, determined from the area codes table.		
$caller_vehicleregistration	The caller's vehicle registration, determined from the area codes table.		

$cparty_e164	The called number in E.164 format		
$crlf	Used to insert a line break in for example an email text.		
$connres	The reason the outbound call ended in the *Connect* object. The following values are defined: 0 = Connect not yet used 1 = Successful call with destination 2 = No answer at destination 3 = Destination busy 4 = Caller hangup during connection establishment 5 = Other reason (see call log), for example invalid number 6 = Destination hang up during whisper announcement 7 = Error executing function 12 = Successful call with destination, maximum connect time reached 13 = Attempt to connect to a Restricted Number.		
$connseconds	The duration of the call in the Connect object.		
$countrycode	The country code		
$counter	The number of executions of the current object during one call, i.e. the number of visits to the object.		
$date	The current date in the format yyyymmdd (when the current object execution was launched).		
$date_iso	The current date in ISO format yyyy-mm-dd (when the current object execution was launched).	3.35	NEW TELSERVER
$ddi	The additional part of the dialled service number, for example the extension number		
$destination	The destination number for an outdial. This variable can be assigned to, if the programmer has the corresponding rights to access this feature.		
$input	The last DTMF or speech input		
$listkey	The last key, which was used in a list operation		
$listvalue	The last value, which was extracted from a list		
$offhook	1 if the current call is (or ever went) offhook during processing. 0 otherwise. This variable is useful for outbound calls, particularly in the end call actions handler.	3.31	
$outbound	1 if the current call is an outbound call, 0 for inbound calls.	3.31	
$outbound_res	The reason the outbound call ended for outbound calls only. The following values are defined: 0 = The result has not yet been established (outbound calls). Always this value for inbound calls. 1 = Successful call with destination 2 = No answer at destination 3 = Destination busy 5 = Other SIP reason (see call log), for example invalid number 7 = Error executing function	3.31	
$return	The value, returned from the routing object RETURN.		
$ringing	1 if the current call ever was ringing, 0 otherwise. For outbound calls, this means that the destination was at least a valid destination but may mean the call was not connected / answered if $offhook is 0. For inbound calls, this value can be 0, if the Ringing object was not used and the call was answered directly.	3.31	
$servicenumber	The called service number		
$servicenumber	The called service number (platform destination)		
$servicename	The called service number (service number)		

$servicename2	The called service number (name)		
$statisticspart a_id	The ID of the StatisticsPartA record for this call.	3.34	
$testcall	Indicates a call as test call. So that you can treat test calls (calls for testing the application) different than real calls. With the routing object *Compare* you can request the value of the variable and according to this redirect or shorten the routing.		
$time	The current time in the format hhmmss (when the current object execution was launched).		
$time_iso	The current time in ISO format hh:mm:ss (when the current object execution was launched).	3.35	NEW TELSERVER
$userprovided	The user provided CLI		
$userprovided _areacode	The area code of the user provided CLI		
$userprovided _landline	= 1 if the userprovided number is a landline number		
$userprovided _mobile	= 1 if the userprovided number is a mobile number		
$weekofyear	The week number in the year (1st weekday = Monday, the setting "first 4 day week" is internationally accepted as the norm and is used).		

User Variables

User variables are defined using the *Variable Declaration* object and can be assigned any value.

Use

If you use a variable in an object parameter, the current value of the variable is used when the object is executed, for example the caller number. Most parameters in routing objects accept variables. A completion helper is available for the input of variable names.

Here are two examples for the use of variables in message texts:

Text	Result
This voice mail was left by $caller on $date at $time.	This voice mail was left by 4989461595000 on 20100123 at 173125.
The caller pressed $input	The caller pressed 1

Languages

The following languages are available. A list of their IDs is documented in the following table:

ID	Language	ISO Code	ShortISOCode
1	en-GB	en	Languages.en-GB
2	de-DE	de	Languages.de-DE
3	fr-FR	fr	Languages.fr-FR
4	es-SP	es	Languages.es-SP

5	it-IT	it	Languages.it-IT
6	tr-TR	tr	Languages.tr-TR
7	en-US	en	Languages.en-US
8	el-GR	el	Languages.el-GR
9	bs-BA	bs	Languages.bs-BA
10	bg-BG	bg	Languages.bg-BG
11	he-IL	he	Languages.he-IL
12	hr-HR	hr	Languages.hr-HR
13	mk-MK	mk	Languages.mk-MK
14	pl-PL	pl	Languages.pl-PL
15	ro-RO	ro	Languages.ro-RO
16	ru-RU	ru	Languages.ru-RU
17	sr-CS	sr	Languages.sr-CS
18	sk-SK	sk	Languages.sk-SK
19	sl-SI	sl	Languages.sl-SI
20	cs-CZ	cs	Languages.cs-CZ
21	hu-HU	hu	Languages.hu-HU
22	sv-SE	sv	Languages.sv-SE
23	fi-FI	fi	Languages.fi-FI
24	nb-NO	nb	Languages.nb-NO
26	pt-PT	pt	Languages.pt-PT
27	uk-UA	uk	Languages.uk-UA
28	nl-NL	nl	Languages.nl-NL
29	da-DK	da	Languages.da-DK
30	lv-LV	lv	Languages.lv-LV
31	et-EE	et	Languages.et-EE
32	lt-LT	lt	Languages.lt-LT
99	eo	eo	Languages.eo