

# Cockpit Variables

Cockpit variables are system wide variables, which can be used by several applications in the system:

- In the ACD for activating group rules
- In the network IVR in the object *Cockpit Variable*
- Via the cockpit interface (SOAP)

Cockpit variables provide support for the communications between various parts of the system.

You could, for example, define a cockpit variable *Emergency Routing*. If this had the value “1” then emergency routing is active. The actual setting of this value could be programmed using the cockpit SOAP interface. The ACD and IVR applications can check the value of the variables in the call flow to determine the correct routing action and call flow to use.

In the network IVR you can use cockpit variables to store, query or save values which are used by more than one caller, and thus influence more than one call to the system.

Choose **System Settings - Cockpit Variables** in the main menu, to view the table of existing cockpit variables.

Use **New** in the toolbar to create a new variable.

Entries can be changed by selecting **Edit** in the **Action** column.

Use **Initialise** to initialise the variable to its initial value. Use **Delete** to remove an entry.