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# Genesys Knowledge Center User's Guide

Variables

# Variables

Variables can be used in **interaction routing** but are mainly your building blocks for **field codes**. The ability to access interaction data is perhaps the most frequent use of field codes. Although field code formulas can be very complicated, many simply retrieve a single piece of data, such as a contact's name.

## Creating a new variable

1. Click **Tools > Variables**.
2. Click **Create**.
3. Fill in the mandatory fields (**Name**, and **Default value**) as well as any other relevant fields for your new variable. See **Field descriptions** for more information.
4. Click **Save & Close** to apply your changes.



## Field descriptions

Field	Description
<b>Name</b>	Mandatory. The name of the new variable.
<b>Type</b>	Optional. <b>String</b> – alphanumeric <b>Integer</b> – numeric
<b>Default value</b>	Mandatory.

## Variables

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Field	Description
	The content of your variable.
<b>Comment</b>	Optional. Any additional comments you have regarding this new variable.