

Multiple variable values

The **Multiple variable values** type matches one variable against multiple possible values, each with its own destination path.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Multiple variable values** in the Type field, complete the type-specific fields, and select **Save**.

Information

Name: Docs Condition - Multiple variable values

Type: Multiple variable values

Variable: **USR-** SERVICE

Destination when matches: **billing** Please select condition destination

Destination when matches: **support** Please select condition destination

Destination when matches: Please select condition destination

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Multiple variable values condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Multiple variable values.
Variable	User variable name. The form prefixes the value with USR-.
Value rows	Values to compare against.
Destination rows	Destination selected for each matching value.

Example

Field	Example value
Name	Docs Condition - Multiple Variable Values
Variable	SERVICE
Values	billing, support

Destinations

This type hides the standard single match destination and shows destination rows for each configured variable value.

Editing and deleting

To edit this condition, open **Docs Condition - Multiple variable values** from the Conditions list, adjust the fields, and select **Save**. Before deleting it, check IVRs, schedules, routes, feature codes, and other call-flow objects that may reference it.

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