

Variable value

The **Variable value** type matches a tenant user variable value.

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

Information

Name:

Docs Condition - Variable value

Type:

Variable value

Variable:

USR-

DEPARTMENT

Value:

Accounting

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Use as Regex

Destination when matches:

Please select condition destination

Destination when NOT matches:

Please select condition destination

Save

Delete

Back

Variable value condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Variable value.
Variable	User variable name. The form prefixes the value with USR-.
Value	Value to compare against.
Use as Regex	Treats the value as a regular expression.

Example

Field	Example value
Name	Docs Condition - Variable Value
Variable	DEPARTMENT
Value	Accounting

Destinations

For tenant conditions, select the destinations that should run when the condition matches and when it does not match. Global conditions are referenced by tenant-level Use a Global Condition records.

Editing and deleting

To edit this condition, open **Docs Condition - Variable value** 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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