

# Change the CallerID of the extension when dialing out

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

You may have the need to call out using different CallerID, some of them may be not even defined in the system. There are multiple ways to do it, let's review them:

## Use CallerID regex

If you have some "rules" for choosing the CallerID, you may use the CallerID regex located in the DIDs screen

400px

and then associate the Outbound CallerID regex created to your extension. This way you can use an Italian CallerID number when dialing a number starting for 39 or use an American number when dialing a number starting for 1

## Use Forward To custom destination with a feature code

You can start by creating a custom destination "Forward To" setting the forward number to the special variable `${PARAM1}` and picking up or editing the CallerID for each one of your custom CallerID

400px

Then you'll create a different feature code for each one of your custom destinations

400px

# Use a feature code

You can easily create a feature code for each of your custom CallerID. Start by creating a Custom Destination, type "Alter CallerID number" for each one of your custom CallerID

400px

then create a Dial As feature code to just dial out with the dialed number

400px

and then define a feature code to dial out by using them

400px

# Read the CallerID from the client

You can do even a further customization, having the system asks for the CallerID to be used for the call and the number to dial.

400px

400px

400px

Then mix all together in a feature code

400px

Canistracci OIL example screen for Change the CallerID of the extension when dialing out.

# Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

---

Revision #5

Created 2026-06-02 22:00:49 UTC by Admin

Updated 2026-06-02 22:13:34 UTC by Admin