

Create a forwarding from an extension using a feature code

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 can create a forwarding for the calling extension using a feature code. You need to define the feature code as the following:

400px

You can create also a feature code to disable the unconditional forward

400px

It is important to understand what happens when the forwarding is created in this way:

System checks if there is a Custom Destination "Forward To" for the number specified. If there is, it is used, if there is not, it is created with default configuration. In the Configuration/Settings menu is possible to specify the default callerID and default timeout used when custom destinations are created this way

400px

The defined Custom Destination is used in the "Unconditional Forward" destination

Canistracci OIL example screen for Create a forwarding from an extension using a feature code.

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 22:01:05 UTC by Admin

Updated 2026-06-02 22:13:50 UTC by Admin