

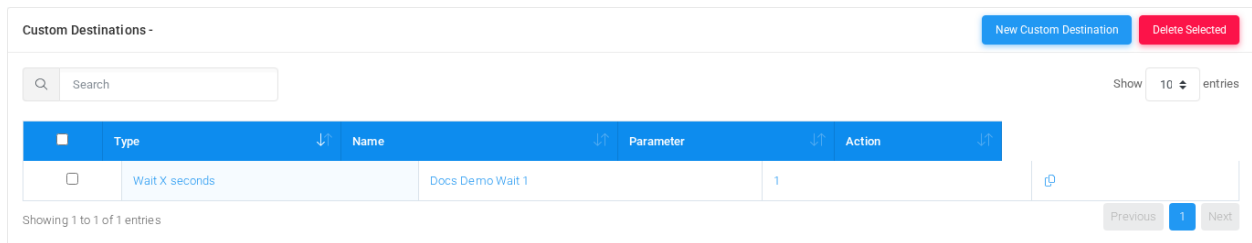
# Custom Destinations

- [Overview](#)
- [Create and Edit Custom Destinations](#)

# Overview

The **Custom Destinations** page defines reusable routing destinations for special actions, custom dial strings, wait steps, AI flows, and other call-flow functions. Open it from **Configuration > Custom Destinations**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Custom Destinations list page in the Canistracci OIL tenant.

## Working with objects

Task	How to do it
Add	Select the New custom destination action, complete the form, and select Save.
Edit	Open the custom destination from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the custom destination and select Delete, then confirm.

## Page functions

Action	Description
New Custom Destination	Opens the creation form for a new custom destination.
Delete Selected	Deletes the selected rows after confirmation.

# List columns

Column	Description
Type	Mode selector that changes the behavior of the object.
Name	Display name used in lists and references.
Parameter	Object setting shown by the form.
Action	Object setting shown by the form.

## Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo Wait 1.

## Deleting records

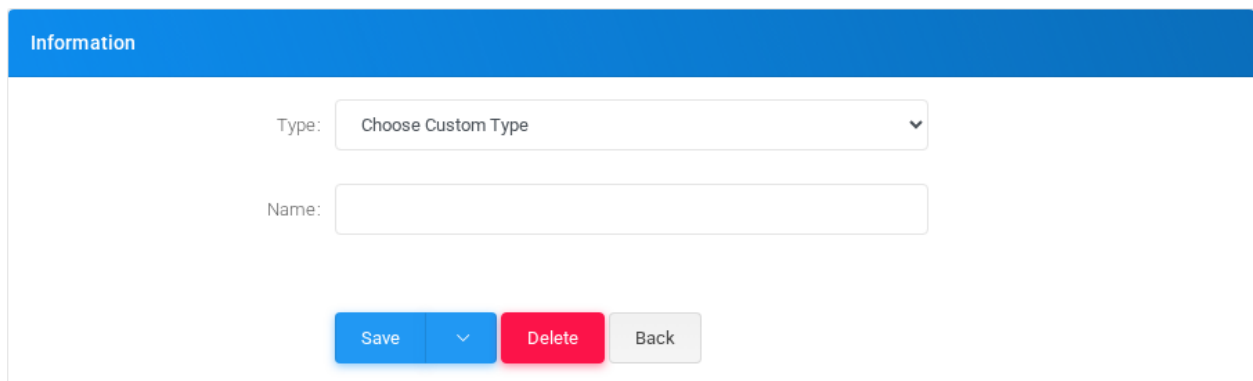
Before deleting a custom destination, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

# Create and Edit Custom Destinations

Use this page when creating a new custom destination or editing an existing custom destination from **Configuration > Custom Destinations**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

## Add and edit form



Custom Destinations add/edit form.

## Main fields

Field	Description
Type:	Mode selector that changes the behavior of the object.
Name:	Display name used in lists and references.
Phone number:	Dialed value, identifier, or matching value used by the PBX.
Dial timeout:	Timing value used by the service.
CallerID Number:	Dialed value, identifier, or matching value used by the PBX.

Field	Description
CallerID Name:	Display name used in lists and references.
Add diversion header:	Object setting shown by the form.
Diversion header CallerID Number:	Dialed value, identifier, or matching value used by the PBX.
Min silence time (ms):	Object setting shown by the form.
Silence threshold:	Object setting shown by the form.
Caller buddy language:	Caller ID or caller matching value.
Called buddy language:	Language or voice selection used for prompts, transcription, or speech synthesis.
Generative Artificial Intelligence:	Object setting shown by the form.
API key:	Object setting shown by the form.
Model:	Object setting shown by the form.
System Content:	Object setting shown by the form.
User Content:	Object setting shown by the form.
Assistant Content:	Object setting shown by the form.
Functions:	Object setting shown by the form.
Greeting Message:	Object setting shown by the form.
Temperature:	Object setting shown by the form.
Max Tokens:	Object setting shown by the form.
Realtime Voice:	Language or voice selection used for prompts, transcription, or speech synthesis.
Turn Detection:	Object setting shown by the form.
Semantic VAD eagerness:	Object setting shown by the form.
Server VAD threshold:	Server, host, or node selection used by the object.
Prefix padding (ms):	Dialed value, identifier, or matching value used by the PBX.
Silence duration (ms):	Object setting shown by the form.

## Saving and deleting

Task	How to do it
Create	Select the new action from the Custom Destinations list, fill the required fields, and select Save.

<b>Task</b>	<b>How to do it</b>
Edit	Open the existing custom destination, update the needed fields, and select Save.
Delete	Before deleting a custom destination, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.