

Answering Machine Detection

The **Answering Machine Detection** type runs answering machine detection and matches according to the analysis result.

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

Information

Name:

Type:

Initial silence:

Greeting:

After greeting, silence:

Total analysis time:

Minimum word length:

Between words silence:

Maximum number of words:

Silence threshold:

Maximum word length:

Destination when matches:

Destination when NOT matches:

Answering Machine Detection condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Answering Machine Detection.
Initial silence	Maximum initial silence before greeting detection.
Greeting	Maximum greeting duration.
After greeting, silence	Silence duration after greeting.
Total analysis time	Maximum analysis window.
Word settings	Minimum and maximum word lengths, silence between words, and maximum word count.
Silence threshold	Audio threshold used for silence detection.

Example

Field	Example value
Name	Docs Condition - Answering Machine Detection
Total analysis time	5000

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 - Answering Machine Detection** 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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