

# Authenticate

The **Authenticate** type prompts the caller for a PIN and matches when authentication succeeds.

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

Information

Name: Docs Condition - Authenticate

Type: Authenticate

Welcome Message: Docs Demo IVR Menu TTS

Wrong PIN Message: Docs Demo IVR Menu TTS

Max attempts: 3

Timeout: 5

PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Alternative PIN: \*\*\*\*\*

Max Digits: 4

Destination when matches: Please select condition destination

Destination when NOT matches: Please select condition destination

Save Delete Back

Authenticate condition edit form in the Canistracci OIL tenant.

# Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Authenticate.
Welcome Message	Prompt played before PIN entry.
PIN	Valid PIN value. Additional PIN fields can define more accepted values.
Maximum digits	Maximum number of digits the caller can enter.
Wrong PIN Message	Prompt played after an invalid PIN.
Max attempts	How many failed attempts are allowed.
Timeout	How long to wait for digits.

## Example

Field	Example value
Name	Docs Condition - Authenticate
PIN	1234
Max attempts	3

## 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 - Authenticate** 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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