

# Call Screening using a random PIN

The **Call Screening using a random PIN** type screens a call by playing a prompt and asking the caller to enter a generated PIN.

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

The screenshot shows a configuration form for a 'Call Screening using a random PIN' condition. The form is titled 'Information' and contains the following fields:

- Name: Docs Condition - Call Screening using a random PIN
- Type: Call Screening using a random PIN
- Welcome Message: Docs Demo IVR Menu TTS
- Wrong PIN Message: Docs Demo IVR Menu TTS
- Max attempts: 3
- Timeout: 5
- PIN length: \*\*\*\*\*
- Destination when matches: Please select condition destination
- Destination when NOT matches: Please select condition destination

At the bottom of the form are three buttons: Save (blue), Delete (red), and Back (grey).

Call Screening using a random PIN condition edit form in the Canistracci OIL tenant.

## Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Call Screening using a random PIN.
Welcome Message	Prompt played before PIN entry.
Wrong PIN Message	Prompt played after an invalid PIN.
Max attempts	How many failed attempts are allowed.
Timeout	How long to wait for digits.
PIN length	Length of the generated PIN.

## Example

Field	Example value
Name	Docs Condition - Call Screening Random PIN
PIN length	4

## 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 - Call Screening using a random PIN** 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.

---

Revision #2

Created 2026-06-02 15:58:27 UTC by Admin

Updated 2026-06-02 15:58:28 UTC by Admin