

Caller has already called in

The **Caller has already called in** type checks recent inbound call history for the current caller.

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

The screenshot shows a form titled "Information" for editing a condition. The fields are as follows:

- Name: Docs Condition - Caller has already called in
- Type: Caller has already called in (dropdown)
- Lookup days: 1
- Lookup hours: 24
- Match number of digits: 10
- Disposition: Answered (dropdown)
- At least: 1 (Time(s)) or (dropdown) 30 (Seconds calls duration)
- Destination when matches: Please select condition destination (dropdown)
- Destination when NOT matches: Please select condition destination (dropdown)

Buttons: Save (blue), Delete (red), Back (grey).

Caller has already called in condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Caller has already called in.
Lookup days	How many days back to search.

Field or option	Description
Lookup hours	How many hours back to search.
Match number of digits	How many rightmost caller ID digits to compare.
Disposition	Call result filter.
At least	Minimum call count and optional duration rule.

Example

Field	Example value
Name	Docs Condition - Caller Already Called In
Lookup hours	24
At least	1 time

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 - Caller has already called in** 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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