

Caller has been called out

The **Caller has been called out** type checks recent outbound call history for the current caller.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Caller has been called out** 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 been called out
- Type: Caller has been called out (dropdown)
- Lookup days: 1
- Lookup hours: 24
- Match number of digits: 10
- Disposition: Answered (dropdown)
- Destination when matches: Please select condition destination (dropdown)
- Destination when NOT matches: Please select condition destination (dropdown)

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

Caller has been called out 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 been called out.
Lookup days	How many days back to search.
Lookup hours	How many hours back to search.
Match number of digits	How many rightmost caller ID digits to compare.

Field or option	Description
Disposition	Call result filter.

Example

Field	Example value
Name	Docs Condition - Caller Already Called Out
Lookup hours	24
Disposition	Answered

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 been called out** 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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