

Caller ID in Phonebook

The **Caller ID in Phonebook** type matches when caller ID is found in a selected phone book.

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

The screenshot shows a web form for editing a condition. The form has a blue header with the word 'Information'. Below the header, there are several input fields and dropdown menus. The 'Name' field contains 'Docs Condition - Caller ID in Phonebook'. The 'Type' dropdown is set to 'Caller ID in Phonebook'. The 'Caller ID' field contains the expression '\$CALLERID(num)'. The 'Phonebook' dropdown is set to 'Default'. There are two 'Destination when' dropdowns, both set to 'Please select condition destination'. At the bottom of the form, there are three buttons: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Caller ID in Phonebook 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 ID in Phonebook.
Caller ID	Caller number to look up, usually provided dynamically during a call.
Phonebook	Phone book used for the lookup.

Example

Field	Example value
Name	Docs Condition - Caller ID in Phonebook
Caller ID	\${CALLERID(num)}
Phonebook	Default

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 ID in Phonebook** 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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