

Create and Edit Custom Extensions

Use this page to create or edit an extension that routes to a custom dial target or external endpoint behavior. The form works against the tenant currently selected in the top bar.

The screenshots use the **Canistracci Oil** demo extension **106 Gia Parker**. Creating and editing use the same form: a new extension opens with tenant defaults, while an existing extension opens with saved values.

Creating and editing

Action	Description
Create	Open Configuration > Extensions and select Custom Extension. Fill the required fields and select Save.
Edit	Open an existing extension from the Extensions list. Update the required fields and select Save.
Delete	When delete permission is available, open the extension and select Delete. Confirm only after checking routing, phones, queues, and other references.

Information

Information
Show All

Number:

Name:

Description:

Call Group:

1
▼
🗑️

Pickup Groups:

1
▼
🗑️

Do Not Disturb (DND)

Inbound Dial Timeout:

Information section for custom extension 106.

Use this section for the custom extension identity, call/pickup groups, DND state, and inbound timeout.

Block	Purpose
Number, name, and description	Defines the internal extension number, display name, and administrator description.
Call and pickup groups	Controls pickup behavior and group membership for incoming calls.
DND and inbound timeout	Controls whether the custom extension is marked DND and how long incoming calls are attempted.

Call Settings

Call Settings

Fax:

Volume TX level:

Volume RX level:

Music on hold:

Language:

Include in Dial By Name directory:

Dial By Name recording:

Include in Phone Books:

Call waiting:

Autoanswer:

Call Settings section for custom extension 106.

Use this section for media and listing behavior applied to the custom extension.

Block	Purpose
Fax and volume	Controls fax behavior and transmit/receive volume adjustments.
Music on hold and language	Selects hold media and prompt language.
Directories and phone books	Controls inclusion in dial-by-name and phone book generated lists.
Call waiting and autoanswer	Controls second-call handling and autoanswer behavior when supported by the target.

Outbound Recording

Outbound Recording

Always Record:

Email recording to:

Transcript recorded calls:

Summarize recorded calls:

Sentiment analysis for recorded calls:

Outbound Recording section for custom extension 106.

Use this section for outbound recording and optional recording processing.

Block	Purpose
Always record and email recording	Controls outbound recording and optional delivery of recordings by email.
Transcript, summary, sentiment	Enables transcript, summary, and sentiment processing when available for the tenant.

Security

Security

Outbound number:

On internal call use CallerID:

Authentication type:

Inbound Allowed Provider:

Authentication CallerID:

Abuse Detection:

Apply call cost limits:

Alert email:

Outbound Destinations:

Lock PIN: Locked

Max outbound call duration:

Working hours restrictions

Security section for custom extension 106.

Use this section to define the custom dial target and restrict how the custom extension can be used.

Block	Purpose
Outbound number	Defines the number or dial target used to reach the custom extension.
Caller ID and authentication	Controls caller ID use on internal calls and the authentication method expected for inbound matching.
Allowed providers and Teams ID	Restricts inbound providers and stores a Teams extension ID when Teams status integration is used.

Block	Purpose
Abuse, cost, and destination limits	Applies abuse detection, call cost limits, outbound destination filters, lock PIN, maximum duration, and working-hours restrictions.

Web User Panel

Web User Panel

Allow Web User Panel Access

Web User:

Password: LDAP

Never expire

Force password change at login

Lock password, user can't change it

Use Two Factors Authentication (2FA): ▼

Email: Send✉

User Profile: ▼

Web User Panel section for custom extension 106.

Use this section to enable web access for the custom extension user.

Block	Purpose
User panel toggle	Enables or disables web access for this extension.
Web user and password	Sets the login identity and password.
LDAP, 2FA, email, and profile	Controls external authentication, two-factor options, notification email, and user profile.

Outbound Calls

Outbound Calls

Block External Caller ID

External CID Number: ▼ Edit

External CID Name: Auto

Emergency CID Number: ▼ Ignore empty

Area Code:

Area Code Regex:

Use Do Not Call lists: ▼

Use Only Allow Call lists: ▼

Routing Profile: ▼ Apply always

Call Rate: ▼

Outbound Calls section for custom extension 106.

Use this section to control outbound caller ID, emergency caller ID, prefixes, call lists, routing profile, and call rate.

Block	Purpose
External caller ID	Sets caller ID number and name used by outbound calls.
Caller ID regex and emergency caller ID	Applies rewrite rules and emergency identity settings.
Area code and call lists	Applies area-code prefixes and Do Not or Only Allow list restrictions.
Routing profile and call rate	Selects the routing profile and call rate used by outbound calls.

Find me/Follow me Configuration

Find me/Follow me Configuration

FMFM Number: Active if checked

FMFM Dial Method: Normal Request confirmation

FMFM Caller ID:

FMFM Caller ID Num Prefix:

FMFM Caller ID Name Prefix:

FMFM Dial Timeout:

Find me/Follow me Configuration section for custom extension 106.

Use this section to send calls to a follow-me destination under controlled conditions.

Block	Purpose
FMFM number and dial method	Sets the follow-me target and how it is dialed.
Confirmation and caller ID	Controls answer confirmation and caller ID behavior.
Delay and timeout	Controls how long to wait before and during follow-me dialing.

Additional Destinations - Active if checked

Additional Destinations - Active if checked

Unconditional:

On No Answer:

On Extension Busy:

On Extension Offline:

On Condition:

Missed call notification to:

Ignore on internals
 Ignore from queues

Additional Destinations - Active if checked section for custom extension 106.

Use this section to route calls that are not answered, are busy, are offline, or meet a condition.

Block	Purpose
Failover destinations	Selects unconditional, no-answer, busy, offline, and conditional destinations.
Missed call notifications	Sends notifications and optionally ignores internal or queue-originated missed calls.

Note

Note

Reference ID:

Additional Info:

Save
Delete
Back

Note section for custom extension 106.

Use this section for administrative metadata and final actions.

Block	Purpose
Branch, department, reference ID	Classifies the extension and stores external references.
Additional info	Stores free-form notes.
Save, delete, and back	Save applies changes, Delete removes the extension when allowed, and Back returns to the Extensions list.

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