

Create and Edit Mail to Call

Use this page when creating a new mail to call rule or editing an existing mail to call rule from **Configuration > Mail to Call**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

Form sections

Section	Description
Information	Core identity and routing fields for the object.
Call details	Settings shown in the Call details block.
Text to Voice	Voice calling behavior, caller handling, recording, and voice-specific limits.

Information

Information

Name:	<input type="text"/>
Email:	<input type="text"/> <input type="checkbox"/> Parse as number to call
Protocol:	IMAP <input type="button" value="v"/>
Host:	<input type="text"/>
Port:	<input type="text"/>
Transport:	Plain <input type="button" value="v"/>
Username:	<input type="text"/>
Password:	*****
Folder:	<input type="text"/>
Authentication Type:	Sender Email <input type="button" value="v"/>
Authentication Data:	<input type="text"/>
When not authenticated:	Delete the message <input type="button" value="v"/>
Status:	Enabled <input type="button" value="v"/>

Information section on the edit form.

Core identity and routing fields for the object.

Call details

Call details

Caller ID: Edit

Caller ID Name:

Max number of dialings:

Max number of attempts:

Delay between attempts/dialings:

Request confirmation with DTMF

Call details section on the edit form.

Settings shown in the Call details block.

Text to Voice

Text to Voice

Engine:

Voice:

Save Delete Back

Text to Voice section on the edit form.

Voice calling behavior, caller handling, recording, and voice-specific limits.

Saving and deleting

Task	How to do it
Create	Select the new action from the Mail to Call list, fill the required fields, and select Save.
Edit	Open the existing mail to call rule, update the needed fields, and select Save.
Delete	Before deleting a mail to call rule, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.

Revision #2

Created 2026-06-02 16:26:45 UTC by Admin

Updated 2026-06-02 16:26:48 UTC by Admin