

Create and Edit Virtual Extensions

Use this page to create or edit a virtual extension that groups real extensions behind a single internal number. The form works against the tenant currently selected in the top bar.

The screenshots use the **Canistracci Oil** demo extension **108 Ivy Morgan**. 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 Virtual 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:

Security PIN:

Extensions:

- 100 - Alex Reed
✕
- 101 - Bella Stone
✕
- 106 - Gia Parker
✕

Call Group:

- 1
✕

Pickup Groups:

- 1
✕

Voicemail MWI:

Do Not Disturb (DND)

Inbound Dial Timeout:

Information section for virtual extension 108.

Use this section for the virtual extension identity, member extensions, security PIN, caller ID, groups, voicemail MWI, DND state, and inbound timeout.

Block	Purpose
Number, name, and description	Defines the internal virtual extension number, display name, and administrator description.
Security PIN	Requests a PIN when an extension tries to join the virtual extension.

Block	Purpose
Internal caller ID	Sets the caller ID shown for internal calls, or keeps it automatic.
Extensions	Selects the real extensions that belong to the virtual extension.
Groups, voicemail, DND, timeout	Controls call/pickup/spy groups, voicemail MWI, DND state, and inbound ring timeout.

Call Settings

Call Settings

Volume TX level:

Volume RX level:

Music on hold: Tenant Default ▼

Include in Dial By Name directory: No ▼

Dial By Name recording: Default message ▼

Include in Phone Books: No ▼

Call waiting: Tenant Default ▼

Parkinglot: Use Default ▼

Call Settings section for virtual extension 108.

Use this section for virtual extension call behavior and listing options.

Block	Purpose
Volume and music on hold	Adjusts audio levels and selects hold media.
Directories and phone books	Controls inclusion in dial-by-name and phone book generated lists.

Block	Purpose
Call waiting and parking lot	Controls server-side call waiting behavior and parking lot selection.

Outbound Recording

Outbound Recording

Always Record:

Email recording to:

Transcript recorded calls:

Summarize recorded calls:

Sentiment analysis for recorded calls:

Outbound Recording section for virtual extension 108.

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 Destinations:

Lock PIN: Locked

Max outbound call duration:

Working hours restrictions:

Security section for virtual extension 108.

Use this section to limit outbound usage from the virtual extension.

Block	Purpose
Outbound destinations	Allows all calls, blocks calls, or applies a destination regex filter.
Lock PIN and max duration	Allows the virtual extension to be locked and caps outbound call duration.
Working hours	Restricts outbound calling to the selected weekday condition.

Web User Panel

Web User Panel

Allow Web User Panel Access

Web User:

Password: LDAP

Email:

User Profile:

Web User Panel section for virtual extension 108.

Use this section to enable web access for the virtual 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:

Use real extension callerid

Area Code: Use default

Area Code Regex: Use default

Use Do Not Call lists:

Use Only Allow Call lists:

Routing Profile:

Outbound Calls section for virtual extension 108.

Use this section to control caller ID, area-code handling, dialing filters, and routing for calls placed from the virtual extension.

Block	Purpose
External caller ID	Sets caller ID number and name used by outbound calls.
Use this caller ID in a virtual extension	Controls whether member extensions use this caller ID when calls originate through the virtual extension.

Block	Purpose
Caller ID regex and area code	Applies rewrite rules and number prefixes before routing.
Call lists and routing profile	Applies Do Not or Only Allow lists and selects the routing profile.

Find me/Follow me Configuration

Find me/Follow me Configuration

FMFM Number: Active if checked

FMFM Condition: ▼

FMFM Dial Method: ▼ 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 virtual extension 108.

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

Block	Purpose
FMFM number and condition	Sets the follow-me target and optional condition.
Dial method and confirmation	Controls how the follow-me call is dialed and whether answer confirmation is required.
Caller ID and timing	Controls caller ID presentation, delay, and timeout.

Additional Destinations - Active if checked

Additional Destinations - Active if checked

Unconditional: Action to take

On No Answer: Action to take

On Extension Busy: Action to take

On Extension Offline: Action to take

On Condition: Choose condition to check

Action to take

Missed call notification to:

Ignore on internals Ignore from queues

Additional Destinations - Active if checked section for virtual extension 108.

Use this section to route calls that do not complete normally or that 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 virtual extension 108.

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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