

Extension status

The **Extension status** type matches the state of one selected extension or numbered flow.

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

The screenshot shows a web form titled 'Information' for editing a condition. The form contains the following fields and controls:

- Name:** Text input field containing 'Docs Condition - Extension status'.
- Type:** Dropdown menu with 'Extension status' selected.
- Extension:** Dropdown menu with '100 - Alex Reed' selected.
- State:** Dropdown menu with 'Not in use' selected.
- Destination when matches:** Dropdown menu with 'Please select condition destination' selected.
- Destination when NOT matches:** Dropdown menu with 'Please select condition destination' selected.
- Buttons:** Three buttons at the bottom: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Extension status condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Extension status.
Extension	Extension or flow whose state is checked.
State	State to match: in use, not in use, or DND active.

Example

Field	Example value
Name	Docs Condition - Extension Status
Extension	100 - Alex Reed
State	Not in use

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 - Extension status** 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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