

Number of custom group channels

The **Number of custom group channels** type matches when a custom channel group has more than the configured number of active channels.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Number of custom group channels** in the Type field, complete the type-specific fields, and select **Save**.

Information

Name:

Docs Condition - Number of custom group channels

Type:

Number of custom group channels

Custom group name:

support

More than # channels used:

2

Destination when matches:

Please select condition destination

Destination when NOT matches:

Please select condition destination

Save

Delete

Back

Number of custom group channels condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Number of custom group channels.
Group name	Custom group name to count.
More than # of channels used	Channel count threshold.

Example

Field	Example value
Name	Docs Condition - Channel Group Count
Group name	support
More than	2

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 - Number of custom group channels** 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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