

Overview

Special Destinations

Special destinations are built-in PBX actions that can be selected from destination fields in extensions, DIDs, IVRs, queues, flows, and other routing objects. They do not route to a normal endpoint; instead, they execute a predefined dialplan action such as answering, hanging up, changing call flags, updating extension state, recording a message, or manipulating queue membership.

Some actions use the current call context, such as the calling extension, caller ID, tenant, channel, or active destination. Other actions require a parameter. In selector labels, `[EXT]` means an extension-like value is expected and `[NUM]` means a number or dialed value is expected.

Campaign Destination Actions

Campaign destination actions appear in destination selectors under **Specials**, but they are linked to a selected campaign record instead of to a row in the generic special destination table. The selector value includes the campaign id, for example `STARTCAMPAIGN-23`.

Code	Description	Parameter use
<code>STARTCAMPAIGN-{campaign_id}</code>	Starts the selected ONDEMAND campaign. Before setting the campaign state to STARTNOW, MiRTA PBX resets the campaign call attempts, last attempt time, bill seconds, and disposition. For FAX campaigns it also clears fields 1, 2, and 3, matching the Reset Calls behavior in the campaigns page.	Campaign selection; ONDEMAND campaigns only
<code>STOPCAMPAIGN-{campaign_id}</code>	Stops the selected ONDEMAND campaign by setting its state back to READY.	Campaign selection; ONDEMAND campaigns only

Code	Description	Parameter use
RESETCAMPAIGNCALLS-{campaign_id}	Resets all numbers for the selected campaign without changing the campaign state. It is available for campaigns of any type and performs the same reset as the Reset Calls action in the campaigns page.	Campaign selection

Music On Hold Destination Actions

Music On Hold destination actions appear in destination selectors under **Specials**, but they are linked to a selected Music On Hold record instead of to a row in the generic special destination table. The selector value includes the Music On Hold id, for example `SETDEFAULTMOH-7`.

Code	Description	Parameter use
SETDEFAULTMOH-{music_on_hold_id}	Sets the selected Music On Hold class as the tenant default by updating the tenant <code>DEFAULTMOH</code> setting. It is commonly used in cronjobs to switch the tenant hold music on a schedule. The action does not answer, hang up, or play audio; execution continues to any following destination.	Music On Hold selection; tenant or shared Music On Hold records only

Phone Book Destination Actions

Phone Book destination actions can route a call or set the caller ID name from entries stored in tenant phone books. Some actions are tied to one selected phone book, while the *any Phone Book* actions search all tenant phone books. The lookup uses the current caller ID number and checks the configured `PHONE1` through `PHONE7` values.

Matching modes

Mode	Description
Smart match	Compares the rightmost common part of the caller ID and the phone book number. A leading <code>+</code> is ignored. For example, an 11 digit caller ID can match a 10 digit phone book number by its last 10 digits, and a 10 digit caller ID can match the last 10 digits of an 11 digit phone book number.

Mode	Description
Using regex	Allows the phone book <code>PHONE1</code> through <code>PHONE7</code> value to be used as a regular expression against the caller ID. Normal exact and prefix phone number matching is also retained for these actions.

If more than one entry matches, MiRTA PBX uses the first matching entry by phone book id and then phone book entry id. If the caller ID is empty or no entry matches, the action does not change the call.

Route actions

Code	Description	Parameter use
<code>EXACTPHONEBOOK-{phone_book_id}</code>	Routes the call to the <code>ROUTING</code> destination configured on the matched entry in the selected phone book, using smart match. The code name is kept for compatibility with older dialplans.	Selected phone book id
<code>PHONEBOOK-{phone_book_id}</code>	Routes the call to the <code>ROUTING</code> destination configured on the matched entry in the selected phone book, allowing regex matching.	Selected phone book id
<code>ROUTEBYANYPHONEBOOK</code>	Routes the call to the <code>ROUTING</code> destination configured on the first smart-matched entry in any tenant phone book.	Uses the current caller ID; no explicit parameter
<code>ROUTEBYANYPHONEBOOKUSINGREGEX</code>	Routes the call to the <code>ROUTING</code> destination configured on the first regex-matched entry in any tenant phone book.	Uses the current caller ID; no explicit parameter

Caller ID Name actions

Code	Description	Parameter use
<code>CLIDNAMEBYPHONEBOOK-{phone_book_id}</code>	Sets the call caller ID name from the <code>NAME</code> field on the matched entry in the selected phone book, using smart match. It does not route the call; execution continues to the next destination.	Selected phone book id

Code	Description	Parameter use
CLIDNAMEBYPHONEBOOKUSINGREGEX- {phone_book_id}	Sets the call caller ID name from the <code>NAME</code> field on the matched entry in the selected phone book, allowing regex matching. It does not route the call; execution continues to the next destination.	Selected phone book id
SETCALLERIDNAMEBYANYPHONEBOOK	Sets the call caller ID name from the <code>NAME</code> field on the first smart-matched entry in any tenant phone book. It does not route the call; execution continues to the next destination.	Uses the current caller ID; no explicit parameter
SETCALLERIDNAMEBYANYPHONEBOOKUSINGREGEX	Sets the call caller ID name from the <code>NAME</code> field on the first regex-matched entry in any tenant phone book. It does not route the call; execution continues to the next destination.	Uses the current caller ID; no explicit parameter

Available Special Destinations

Code	Description	Parameter use
ADDCALLERIDAEMCO	Add the CallerID number to Ademco Alarms for this tenant	No explicit parameter
ADDVIRTUALASSIGN	Add the calling extension to virtual extension [EXT]	[EXT] parameter required
ADDVIRTUALASSIGNREBOOT	Add the calling extension to virtual extension [EXT] and reboot it	[EXT] parameter required
ADDVIRTUALASSIGNRESYNC	Add the calling extension to virtual extension [EXT] and resync it	[EXT] parameter required
ALARMRECEIVER	Receive an Ademco Alarm report	No explicit parameter
ALLOWCALLEDSTARTSTOPRECORDING	Allow called to start and stop recording the call	No explicit parameter
ALLOWCALLEDTRANSFER	Allow transfer from called party	No explicit parameter
ALLOWCALLERSTARTSTOPRECORDING	Allow caller to start and stop recording the call	No explicit parameter
ALLOWCALLERTRANSFER	Allow transfer from caller party	No explicit parameter
ALWAYSMATCH	Always follow match destination	No explicit parameter
ALWAYSNOTMATCH	Always follow to not match destination	No explicit parameter
ANSWER	Answer the call	No explicit parameter

Code	Description	Parameter use
ANSWERELSEWHERE	Always report calls as answered elsewhere	No explicit parameter
BARGE	Barge with extension [EXT]	[EXT] parameter required
BLACKLISTLASTONE	Blacklist last received caller ID	Uses the current call context
BLACKLISTNUM	Blacklist number [NUM]	[NUM] parameter required
BLOCKCID	Block External Caller ID for dialing extension	Uses the current call context
BUSY	Busy	No explicit parameter
CALLBACKANYLASTONE	Callback last received caller ID, any type of call	Uses the current call context
CALLBACKBLIND	Call back blind transferring extension	No explicit parameter
CALLBACKLASTONE	Callback last received caller ID, inbound external call	Uses the current call context
CALLBACKONFMFMNUMBER	Call back on FMFM number and then dial [NUM]	[NUM] parameter required
CHANGEPINLOCK	Change the PIN to unlock the phone	No explicit parameter
CHECKSCHEDULEDBYCLID	Checks for a due scheduled call in READY state where the scheduled destination number matches the current caller ID, plays the scheduled message, marks the scheduled call completed, and then continues the call flow.	Uses the current call context
CLEANVIRTUALASSIGN	Remove all extensions from virtual extension [EXT]	[EXT] parameter required
CLEANVIRTUALASSIGNREBOOT	Remove all extensions from virtual extension [EXT] and reboot them	[EXT] parameter required
CLEANVIRTUALASSIGNRESYNC	Remove all extensions from virtual extension [EXT] and resync them	[EXT] parameter required
CLEARMWI	Clear MWI for extension [EXT]	[EXT] parameter required
CLEARMYMWI	Clear MWI for the calling extension	Uses the current call context
CLEARNOFOLLOWEXTENSION	Reset following additional destinations for called extension	Uses the current call context
CLEARONANSWER	Clear On Answer configuration	No explicit parameter
CONGESTION	Signal congestion to the calling party	No explicit parameter
CONTINUEONHANGUP	Continue execution when called party hangup	No explicit parameter
DELETEWAKEUPALARM	Wakeup Alarm - Disable the time set	No explicit parameter
DIALBYNAMEDIRECTORY	Dial by name directory	No explicit parameter

Code	Description	Parameter use
DIALBYNAMENUMBER	Dial by name using the [NUM] dialed	[NUM] parameter required
DIALFMFM	Dial FMFM number associated to extension [EXT]	[EXT] parameter required
DIALTHISFMFM	Dial the FMFM number for this extension	No explicit parameter
DISABLEABUSE	Disable Abuse Detection	No explicit parameter
DISABLECHECKTEAMSTATUS	Disable checking the Teams status for extensions	No explicit parameter
DISABLEDND	Disable DND on the calling extension	Uses the current call context
DISABLEFMFM	Disable FMFM on the calling extension	Uses the current call context
DISABLEONBUSY	Disable on busy forwarding for calling extension	Uses the current call context
DISABLEONNOANSWER	Disable on no answer forwarding for calling extension	Uses the current call context
DISABLEONOFFLINE	Disable on offline forwarding for calling extension	Uses the current call context
DISABLEREALDND	Disable DND on the physical phone extension	No explicit parameter
DISABLEUNCONDITIONAL	Disable unconditional forwarding for calling extension	Uses the current call context
DONTTRANSCRIBETHISCALL	Do not transcribe this call	No explicit parameter
DUMPCHAN	Dump channel variables (useful only for debug)	Uses the current call context
ECHOTEST	Echo test	No explicit parameter
ENABLECHECKTEAMSTATUS	Enable checking the Teams status for extensions	No explicit parameter
ENABLEDND	Enable DND on the calling extension	Uses the current call context
ENABLEFMFM	Enable FMFM on the calling extension	Uses the current call context
ENABLEONBUSY	Enable on busy forwarding for calling extension	Uses the current call context
ENABLEONNOANSWER	Enable on no answer forwarding for calling extension	Uses the current call context
ENABLEONOFFLINE	Enable on offline forwarding for calling extension	Uses the current call context
ENABLEREALDND	Enable DND on the physical phone extension	No explicit parameter
ENABLEUNCONDITIONAL	Enable unconditional forwarding for calling extension	Uses the current call context

Code	Description	Parameter use
FORCEMOH	Generate Music on Hold to the calling party	No explicit parameter
FORCERECORDING	Force Recording of the call	No explicit parameter
FORCERECORDINGNOB	Force Recording of the call, even if not bridged	No explicit parameter
FORCERINGING	Generate a fake ringing tone to the calling party	No explicit parameter
GETBALANCE	Load the current account balance in variable ACCOUNTBALANCE	No explicit parameter
HANGUP	Hangup the call	No explicit parameter
INTERCOM	Intercom with extension [EXT] (two way audio)	[EXT] parameter required
INVERTMATCH	Invert condition match	No explicit parameter
LOADVARS	Load Flow variables	No explicit parameter
LOCKPHONE	Lock the phone	No explicit parameter
LOGINALLOWEDQUEUEALL	Login to all Queues, but only if in allowed agents	No explicit parameter
LOGINQUEUEALL	Login to all Queues	No explicit parameter
LOGINQUEUENUM	Login caller to Queue [NUM]	[NUM] parameter required
LOGOUTQUEUEALL	Logout from all Queues	No explicit parameter
LOGOUTQUEUENUM	Logout caller from Queue [NUM]	[NUM] parameter required
MASKDIAL	Mask the callerID on calling [NUM]	[NUM] parameter required
NEVERANSWEREELSEWHERE	Never report calls as answered elsewhere	No explicit parameter
NOFOLLOWEXTENSION	Disable following additional destinations for called extension	Uses the current call context
ONBUSYASKRESERVATION	On internal call busy, ask for reservation	No explicit parameter
ONBUSYCALLWAITING	On internal call busy, play Call Waiting Tone to caller	No explicit parameter
ONBUSYPLAYANDASKRESERVATION	On internal call busy, play busy and ask for reservation	No explicit parameter
PAGE	Page extension [EXT] (one way audio)	[EXT] parameter required
PARKTHECALL	Park the call	No explicit parameter
PARKTHECALLMUTE	Park the call without announce	No explicit parameter
PARKTHECALLNUM	Park the call in the [NUM] parking lot	[NUM] parameter required
PAUSEALLCAMPAIGNS	Pause all running campaigns	No explicit parameter

Code	Description	Parameter use
PAUSEALLQUEUES	Pause caller from all queues	No explicit parameter
PICKUPEXTEN	Pickup Extension [EXT]	[EXT] parameter required
PICKUPGROUP	Pickup Group	No explicit parameter
PLAYBALANCE	Play the current account balance	No explicit parameter
PLAYBEEP	Play Beep	No explicit parameter
PLAYCALLERID	Play the callerid of the calling party	No explicit parameter
PLAYLASTANDASKDIAL	Play latest caller ID and ask to dial	Uses the current call context
PLAYLASTWITHTIMEANDASKDIAL	Play latest caller ID with time and ask to dial	Uses the current call context
PLAYMOH	Play Music on Hold	No explicit parameter
PLAYWAKEUPALARM	Wakeup Alarm - Play the time set	No explicit parameter
PROGRESS	Progress	No explicit parameter
QUEUECALLBACK	Exit the Queue and call back when it is your turn	No explicit parameter
RECEIVEFAX	Receive Fax	No explicit parameter
RECORDDIALBYNAME	Record Dial By Name message	No explicit parameter
RECORDLEG	Answer and record the call leg	No explicit parameter
RECORDMESSAGE	Record a Message	No explicit parameter
RECORDMESSAGESILENT	Record a Message (silent version)	No explicit parameter
REDIAL	Redial latest outbound dialed number	No explicit parameter
REDIALANY	Redial latest dialed number, even internal	No explicit parameter
REMOVEANYVIRTUAL	Remove the calling extension from any virtual extension	Uses the current call context
REMOVEANYVIRTUALREBOOT	Remove the calling extension from any virtual extension and reboot it	Uses the current call context
REMOVEANYVIRTUALRESYNC	Remove the calling extension from any virtual extension and resync it	Uses the current call context
REMOVEVIRTUALASSIGN	Remove the calling extension from virtual extension [EXT]	[EXT] parameter required
REMOVEVIRTUALASSIGNREBOOT	Remove the calling extension from virtual extension [EXT] and reboot it	[EXT] parameter required
REMOVEVIRTUALASSIGNRESYNC	Remove the calling extension from virtual extension [EXT] and resync it	[EXT] parameter required
RESETABUSEDETECTION	Reset calling extension abuse detection history	Uses the current call context

Code	Description	Parameter use
RESETAUTOANSWER	Clear Auto Answer for the channel	Uses the current call context
RESETDIALOPTIONS	Reset the Dial Options	No explicit parameter
RESETTTL	Reset the TTL value	No explicit parameter
RESTOREMATCH	Restore condition match	No explicit parameter
RETURNTOPREVIVR	Return to the previous IVR	No explicit parameter
ROUTEBYANYPHONEBOOK	Route using the first smart-matched entry in any tenant phone book	Uses the current caller ID; no explicit parameter
ROUTEBYANYPHONEBOOKUSINGREGEX	Route using the first regex-matched entry in any tenant phone book	Uses the current caller ID; no explicit parameter
RINGING	Send the ringing tone while waiting to be connected	No explicit parameter
RINGWITHMOH	Play MOH to caller while ringing	No explicit parameter
SAYDATETIME	Say the date and time	No explicit parameter
SAYPARKEDCALLS	Say the parked calls extensions	No explicit parameter
SELFVOICEMAILMANAGER	Retrieve the voicemail of the calling extension	Uses the current call context
SENTIMENTALANALYZETHISCALL	Sentimental analyze this call	No explicit parameter
SETAUTOANSWER	Set Auto Answer for the channel	Uses the current call context
SETCALLERIDBYCNAM	Set the CallerID Name based on the CallerID Number CNAM	No explicit parameter
SETCALLERIDNAMEBYANYPHONEBOOK	Set the caller ID name using the first smart-matched entry in any tenant phone book	Uses the current caller ID; no explicit parameter
SETCALLERIDNAMEBYANYPHONEBOOKUSINGREGEX	Set the caller ID name using the first regex-matched entry in any tenant phone book	Uses the current caller ID; no explicit parameter
SETCALLINGEXTINUSE	Set calling extension state to in use	Uses the current call context
SETEARLYMEDIA	Send audio playback without answering (Early Media)	No explicit parameter
SETEXTALLALLOWED	Set calling extension outbound calls to All Allowed	Uses the current call context
SETEXTALLPROHIBITED	Set calling extension outbound calls to All Prohibited	Uses the current call context
SETFMFMNUMBER	Set FMFM number to [NUM] and enable it	[NUM] parameter required
SETINUSE	Set Extension [EXT] state to in use	[EXT] parameter required
SETNOTINUSE	Set Extension [EXT] state to not in use	[EXT] parameter required

Code	Description	Parameter use
SETONBUSY	Set on busy forwarding for calling extension to [NUM]	[NUM] parameter required
SETONNOANSWER	Set on no answer forwarding for calling extension to [NUM]	[NUM] parameter required
SETONOFFLINE	Set on offline forwarding for calling extension to [NUM]	[NUM] parameter required
SETUNCONDITIONAL	Set unconditional forwarding for calling extension to [NUM]	[NUM] parameter required
SETWAKEUPALARM	Wakeup Alarm - Set the time from DTMF HHMM	No explicit parameter
SIMPLEPLAYCALLERID	Play just the callerid number and name of the calling party	No explicit parameter
SPY	Spy extension [EXT]	[EXT] parameter required
STOPRECORDING	Stop recording the call	No explicit parameter
STOPTRANSLATIONBUDDY	Stop translation buddy	No explicit parameter
STOPWARNINGNOTICEFORRECORDING	Stop the warning notice for recording (only if not recorded)	No explicit parameter
SUMMARIZETHISCALL	Summarize this call	No explicit parameter
SWB456	Spy/Whisper/Barge extension [EXT]	[EXT] parameter required
TOGGLECW	Toggle Call Waiting on the calling extension	Uses the current call context
TOGGLEDIALEDSTATUS	Toggle state of dialed extension	No explicit parameter
TOGGLEDND	Toggle DND for the calling extension	Uses the current call context
TOGGLEFMFM	Toggle FMFM for the calling extension	Uses the current call context
TOGGLEFMFMEXT	Toggle FMFM for extension [EXT]	[EXT] parameter required
TOGGLELOGINQUEUEENUM	Toggle Login/Logout caller to Queue [NUM]	[NUM] parameter required
TOGGLEPAUSEALLQUEUES	Toggle pause on all queues	No explicit parameter
TOGGLEPHONELOCK	Lock/unlock the phone	No explicit parameter
TOGGLESTATE	Toggle state of extension [EXT]	[EXT] parameter required
TOGGLEUNCONDITIONAL	Toggle Unconditional Forward for calling extension	Uses the current call context
TRANSCRIBETHISCALL	Transcribe this call	No explicit parameter
UNBLACKLISTNUM	Remove the number [NUM] from blacklist	[NUM] parameter required
UNBLOCKCID	Remove Block External Caller ID for dialing extension	Uses the current call context

Code	Description	Parameter use
UNLOCKPHONE	Unlock the phone	No explicit parameter
UNMASKDIAL	Unmask the callerID on calling [NUM]	[NUM] parameter required
UNPAUSEALLQUEUES	Unpause caller to all queues	No explicit parameter
VOICEMAILEXTEN	Voicemail for Extension [EXT]	[EXT] parameter required
VOICEMAILMAIN	Comedian Voicemail system	No explicit parameter
VOICEMAILMANAGEREXTEN	Retrieve the voicemail of the [EXT] dialed	[EXT] parameter required
WAIT1	Wait one second	No explicit parameter
WAIT10	Wait ten seconds	No explicit parameter
WAIT15	Wait fifteen seconds	No explicit parameter
WAIT20	Wait twenty seconds	No explicit parameter
WAIT5	Wait five seconds	No explicit parameter
WAITFORCALLERREADY	Wait for caller execution completed	No explicit parameter
WHISPER	Whisper to extension [EXT]	[EXT] parameter required

Revision #6

Created 2026-06-13 21:07:07 UTC by Admin

Updated 2026-07-05 13:21:42 UTC by Admin