

# Overview

The **Conditions** page defines reusable tests for schedules, caller identity, channel usage, queue state, variables, authentication, and other routing decisions. Open it from **Configuration > Conditions**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.

Name	Type	Condition	Actions
Docs Condition - Agent logged in a queue	AGENTLOGGEDIN	Check if agent 100-CANISTRACCI is logged in the queue Accounting	<a href="#">🔗</a>
Docs Condition - Agent paused from queue	AGENTPAUSED	Check if agent 100-CANISTRACCI is paused from the queue Accounting	<a href="#">🔗</a>
Docs Condition - AGI Script	AGISCRIP	Docs Demo AGI 1 with params:	<a href="#">🔗</a>
Docs Condition - All conditions listed satisfied	ALL		<a href="#">🔗</a>
Docs Condition - Answering Machine Detection	AMD	Initial silence: 2500, Greeting: 1500, After greeting, silence: 800, Total analysis time: 5000, Minimum word length: 100, Between words silence: 50, Maximum number of words: 3, Silence threshold: 256, Maximum word length: 5000	<a href="#">🔗</a>
Docs Condition - Any conditions listed satisfied	ANY		<a href="#">🔗</a>
Docs Condition - Authenticate	AUTHENTICATE	With PIN 1234	<a href="#">🔗</a>
Docs Condition - Calendar	CALENDAR	From 2026/12/24 09:00 to 2026/12/24 17:00	<a href="#">🔗</a>
Docs Condition - Call Screening using a random PIN	CALLSCREENRANDOMPIN		<a href="#">🔗</a>
Docs Condition - Caller has already called in	CALLERALREADYCALLEDIN	Caller has already called in 1 days and 24 hours ago 1 times OR at least 30 seconds	<a href="#">🔗</a>

Conditions list page filtered to documentation examples in the Canistracci OIL tenant.

## Working with conditions

Task	How to do it
Add	Select New Condition, enter a name, choose the condition type, complete the type-specific fields, and select Save.
Edit	Open a condition by selecting its name in the list, change the fields, and select Save.
Duplicate	Use the duplicate action in the Actions column to copy an existing condition before changing it.
Delete	Select one or more rows and use Delete Selected, or open a condition and delete it after checking references.

Task	How to do it
Show flow	Use the flow action in the Actions column to inspect where the condition routes calls.

## Page functions

Action	Description
New Condition	Opens the creation form for a new condition.
Delete Selected	Deletes selected conditions after confirmation.
Search	Filters the visible rows by name, type, condition summary, or action text.
Sort	Sorts the list by the selected column.
Page size	Changes how many conditions are shown per page.

## List columns

Column	Description
Select	Selects a condition for bulk deletion.
Name	Condition display name. Select it to edit the condition.
Type	Condition type code used by MiRTA PBX.
Condition	Human-readable summary of the configured match rule.
Actions	Duplicate and flow-inspection actions for the row.

## Condition types

Type	Purpose	Example record
Weektime	Matches weekly recurring time slots, such as business hours or after-hours periods.	Docs Condition - Weektime
Calendar	Matches absolute date and time ranges for holidays, maintenance windows, and one-off closures.	Docs Condition - Calendar

Type	Purpose	Example record
Hours	Matches one or more daily time ranges without selecting specific weekdays.	Docs Condition - Hours
Simple Caller ID	Matches the caller number against one or more literal values or regular expressions.	Docs Condition - Simple Caller ID
Simple Caller ID Name	Matches the caller name against one or more literal values or regular expressions.	Docs Condition - Simple Caller ID Name
Weekday	Matches selected days of the week.	Docs Condition - Weekday
Date - exact match	Matches one or more exact dates or date/time values.	Docs Condition - Date - exact match
Date - lesser than date	Matches when the current date/time is earlier than the configured date/time.	Docs Condition - Date - lesser than date
Date - greater than date	Matches when the current date/time is later than the configured date/time.	Docs Condition - Date - greater than date
Date - between dates	Matches when the current date/time is between a configured start and end value.	Docs Condition - Date - between dates
Day of the month	Matches a specific day number in the month.	Docs Condition - Day of the month
Extension status	Matches the state of one selected extension or numbered flow.	Docs Condition - Extension status
Variable value	Matches a tenant user variable value.	Docs Condition - Variable value
Multiple variable values	Matches one variable against multiple possible values, each with its own destination path.	Docs Condition - Multiple variable values
System variable value	Matches an Asterisk or system channel variable value.	Docs Condition - System variable value
Multiple extensions status	Checks the combined state of multiple selected extensions.	Docs Condition - Multiple extensions status
AGI Script	Runs an AGI script and compares the AGIRERESULT variable with TRUE.	Docs Condition - AGI Script
Authenticate	Prompts the caller for a PIN and matches when authentication succeeds.	Docs Condition - Authenticate
Tenant - number of I/O channels (external)	Matches when the tenant has more than the configured number of external channels in use.	Docs Condition - Tenant - number of I/O channels (external)

Type	Purpose	Example record
Tenant - number of any channels (internal and external)	Matches when the tenant has more than the configured number of total channels in use.	Docs Condition - Tenant - number of any channels (internal and external)
DID - number of inbound channels	Matches when a selected DID has more than the configured number of inbound channels in use.	Docs Condition - DID - number of inbound channels
Number of custom group channels	Matches when a custom channel group has more than the configured number of active channels.	Docs Condition - Number of custom group channels
Answering Machine Detection	Runs answering machine detection and matches according to the analysis result.	Docs Condition - Answering Machine Detection
SIP Header	Matches a SIP header against a regular expression.	Docs Condition - SIP Header
Agent logged in a queue	Matches when the selected agent is logged in to the selected queue.	Docs Condition - Agent logged in a queue
Agent paused from queue	Matches when the selected agent is paused in the selected queue.	Docs Condition - Agent paused from queue
Caller ID in Phonebook	Matches when caller ID is found in a selected phone book.	Docs Condition - Caller ID in Phonebook
Feature code parameter	Matches parameters collected by a feature code.	Docs Condition - Feature code parameter
All conditions listed satisfied	Matches only when every selected condition is satisfied.	Docs Condition - All conditions listed satisfied
Any conditions listed satisfied	Matches when at least one selected condition is satisfied.	Docs Condition - Any conditions listed satisfied
Negate condition result	Matches when the selected condition does not match.	Docs Condition - Negate condition result
Use a Global Condition	References a global condition from the tenant configuration.	Docs Condition - Use a Global Condition
Check SMS message	Matches SMS message content.	Docs Condition - Check SMS message
Check if a specific channel is running	Checks whether a channel matching the configured attributes is currently running.	Docs Condition - Check if a specific channel is running
Multiple destination over weektime	Routes to different destinations based on a color-coded weekly timetable.	Docs Condition - Multiple destination over weektime
Call Screening using a random PIN	Screens a call by playing a prompt and asking the caller to enter a generated PIN.	Docs Condition - Call Screening using a random PIN
Caller has already called in	Checks recent inbound call history for the current caller.	Docs Condition - Caller has already called in

Type	Purpose	Example record
Caller has been called out	Checks recent outbound call history for the current caller.	Docs Condition - Caller has been called out
Queue Callers, more than	Matches when a selected queue has more than the configured number of callers waiting.	Docs Condition - Queue Callers, more than

# Demo records

The Canistracci OIL tenant contains one documentation example for each available condition type: 39 records with names beginning with **Docs Condition -**. A global example named **Docs Global Condition - Weektime** is also available for the Use a Global Condition type.

# Deleting records

Before deleting a condition, check call flows, destinations, schedules, IVRs, feature codes, and reports that may reference it. MiRTA PBX asks for confirmation before the delete is submitted.

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