

Tenant - number of any channels (internal and external)

The **Tenant - number of any channels (internal and external)** type matches when the tenant has more than the configured number of total channels in use.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Tenant - number of any channels (internal and external)** in the Type field, complete the type-specific fields, and select **Save**.

The screenshot shows a configuration form with a blue header labeled 'Information'. The form contains the following fields and controls:

- Name:** A text input field containing 'Docs Condition - Tenant - number of any channels (internal and externa'.
- Type:** A dropdown menu with 'Tenant - number of any channels (internal and external)' selected.
- More than # of any type of channels used:** A text input field containing '10'.
- Destination when matches:** A dropdown menu with 'Please select condition destination' selected.
- Destination when NOT matches:** A dropdown menu with 'Please select condition destination' selected.
- Buttons:** Three buttons at the bottom: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Tenant - number of any channels (internal and external) condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.

Field or option	Description
Type	Select Tenant - number of any channels (internal and external).
More than # of any type of channels used	Total channel threshold, including internal and external channels.

Example

Field	Example value
Name	Docs Condition - Tenant Any Channels
More than	10

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 - Tenant - number of any channels (internal and external)** 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.

Revision #3

Created 2026-06-02 15:56:11 UTC by Admin

Updated 2026-06-02 15:57:48 UTC by Admin