

Tenant - number of I/O channels (external)

The **Tenant - number of I/O channels (external)** type matches when the tenant has more than the configured number of external channels in use.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Tenant - number of I/O channels (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 I/O channels (external)'.
- Type:** A dropdown menu with 'Tenant - number of I/O channels (external)' selected.
- More than # of I/O channels used:** A text input field containing the number '5'.
- Destination when matches:** A dropdown menu with the placeholder text 'Please select condition destination'.
- Destination when NOT matches:** A dropdown menu with the placeholder text 'Please select condition destination'.
- Buttons:** Three buttons at the bottom: a blue 'Save' button, a red 'Delete' button, and a grey 'Back' button.

Tenant - number of I/O channels (external) condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Tenant - number of I/O channels (external).
More than # of I/O channels used	External channel threshold.

Example

Field	Example value
Name	Docs Condition - Tenant Channels
More than	5

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 I/O channels (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.

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