How to work with non-final incoming rules

Applies to VoipNow 3 and higher!

VoipNow users can easily define **non-final** incoming call rules. When a rule is non-final, the next rule matching the conditions will be considered in case the call is not completed.

To define a rule, you need to select your own conditions and set **Follow** other rules when call is not completed. When using many non-final incoming call rules, they are executed **sequentially** until a final rule is found.

This article describes a use case for adding such an incoming call rule.

Use case

Here are the rules defined for extension `0100*001`:

1. Transfer to: number `0100*007` , ring time `30` seconds, `also` call `0100*001`, Caller ID matches `002`, in time interval `Anytime`, position `1`, `non final`
2. Transfer to: number `0087*001`, `0087*002`, ring time `30` seconds, `do not` call `0100*001`, Caller ID matches `002`, in time interval `Anytime`, position `2`, `non final`
3. Transfer to: number `0901201928`, ring time `15` seconds, do not call `0100*001`, Caller ID matches `0.`, in time interval `Anytime`, `ask` the caller for their name, position `3`, `non final`
4. Transfer to: number `8889322341`, ring time `15` seconds, do not call `0100*001`, Caller ID matches `1`, in time interval `Anytime`, position `4`, `non final`
5. Transfer to: `voicemail` of extension `0100*001`, Caller ID is `any`, in time interval `Anytime`, position `5`, `final`

Here are some example of the many scenarios that may occur:

* If extension `0100*001` receives a call from `0100*002`, it will be processed considering the rules above. The first rule matches the incoming call - therefore, extensions `0100*001` and `0100*007` will start ringing at the same time and will keep ringing for `30` seconds if nobody picks up.
* The second rule to match the incoming call will be followed: extensions `0087*001` and `0087*002` will ring for `30` seconds if nobody picks up.
* The next rule to match the incoming call is the third rule. Considering the rule definition, before making the transfer to number `0901201928`, the caller will be required to enter their name. Then the destination number will start ringing and, if the call is picked up, the extension will be notified about the caller's name and will be requested to press 0 to accept the call or 1 to reject the call. If the call is accepted, it is completed and no other rules will be followed. If the call is rejected, the next matching rule will be followed. If the call is not picked up, the phone number `090120192` will keep ringing for `15` seconds and, if if no one answers, the next rule will apply.
* The fourth rule doesn't match the incoming call because the Caller ID does not start with digit `1`. Therefore, the transfer process will jump to the fifth rule. The call matches the rule conditions, so it will be transferred to the voicemail of extension `0100*001`. Considering that the rule is final, no other rules will be followed. However, if the extension receives a call from number `1212378227`, the matching rules will apply. The first matching rule is the fourth. The incoming call will be transferred to phone number `8889322341` and will ring for `15` seconds. If it gets picked up, no other rules will apply. If the call is not completed, the next rule will be followed because this one is non-final. Rule number 5 will apply and therefore the call will be directed to voicemail.
* If the caller's number does not start with digits 0 or 1, the call will go directly to the voicemail of extension `0100*001`. If the voicemail setting of extension `0100*001` is not enabled, the current rule no longer applies and the call does not jump to a new rule because the transfer-to-voicemail rule is final. Therefore, at this point the call ends, without the caller being able to leave a message for extension `0100*001`.

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