

The Set Call Priority Rule

This page contains instructions on how to set up the Set Call Priority rule.

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Overview

The Set Call Priority rule is only available for Queue extensions and it makes them treat certain calls with a predefined priority. With the help of this rule, you can set the order in which the incoming calls are routed through the queue.

Rule structure

The Set Call Priority rule structure is:

<Set call priority> to **<call_priority>** when CallerID **<callerID_action>** **<number>** and call is in time interval **<time_interval>**.

Add in position **<rule_position>**. **<Do not follow>** other rules when call is not completed.

Rule options

This table contains the parameters required when setting up the Set Call Priority rule.

Option	Description
<callerID_action>	Choose when the Set Call Priority rule is performed: <ul style="list-style-type: none">• Matches: the incoming call matches the number specified in the <number> text box.• Does not match: the incoming call does not match the number specified in the <number> text box.• Is anonymous: the incoming call does not have any CallerID information. The <number> text box is grayed out.• Is any: the Set Call Priority rule will be used for all incoming calls, no matter their CallerID. The <number> text box is grayed out. Default value: Is any .
<number>	Specify an extension number or a regular expression the incoming call will be matched to. Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the Is anonymous option to route anonymous calls. Pay attention to the <number> entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters. The number entry supports the Asterisk number matching .
<time_interval>	Choose the time interval during which the incoming calls must be checked. Default value: Anytime .
<call_priority>	Fill in the importance you want to associate to the specified number(s). The Set call priority rule gives the ability to queue a call not at the end, but anywhere in the queue, according to the call's priority set here. Higher values mean higher priority.
<rule_position>	Specify the position of the rule in the list. The rule's position in the group is very important because it defines the order in which VoipNow verifies the call rules in case an incoming call is received. Each rule is checked in turn and all rules are final (meaning that the program stops checking when the first rule is matched).
<Do not follow>	This rule is considered final and, if the call is not completed, no other rules will apply.

Related topics

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