

# 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
<b>&lt;callerID_action&gt;</b>	<p>Choose when the <b>Set Call Priority</b> rule is performed:</p> <ul style="list-style-type: none"><li>• <b>Matches:</b> the incoming call matches the number specified in the <b>&lt;number&gt;</b> text box.</li><li>• <b>Does not match:</b> the incoming call does not match the number specified in the <b>&lt;number&gt;</b> text box.</li><li>• <b>Is anonymous:</b> the incoming call does not have any CallerID information. The <b>&lt;number&gt;</b> text box is grayed out.</li><li>• <b>Is any:</b> the <b>Set Call Priority</b> rule will be used for all incoming calls, no matter their CallerID. The <b>&lt;number&gt;</b> text box is grayed out.</li></ul> <p>Default value: <b>Is any</b>.</p>
<b>&lt;number&gt;</b>	<p>Specify an extension number or a regular expression the incoming call will be matched to.</p> <p>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 <b>Is anonymous</b> option to route anonymous calls.</p> <p>Pay attention to the <b>&lt;number&gt;</b> entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.</p> <p>The number entry supports the <a href="#">Asterisk number matching</a>.</p>
<b>&lt;time_interval&gt;</b>	<p>Choose the time interval during which the incoming calls must be checked.</p> <p>Default value: <b>Anytime</b>.</p>
<b>&lt;call_priority&gt;</b>	<p>Fill in the importance you want to associate to the specified number(s).</p> <p>The <b>Set call priority</b> 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.</p> <p>Higher values mean higher priority.</p>
<b>&lt;rule_position&gt;</b>	<p>Specify the position of the rule in the list.</p> <p>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.</p> <p>Each rule is checked in turn and all rules are final (meaning that the program stops checking when the first rule is matched).</p>
<b>&lt;Do not follow&gt;</b>	<p>This rule is considered final and, if the call is not completed, no other rules will apply.</p>

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