

# 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 0901201928 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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