

Call Flow Control Module

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

What is the Call Flow Control Module Used For?

The Call Flow Control module is used to create a single destination that can act as a switch that can be toggled by anyone who has access to a local phone. It is commonly used to allow phone system users to manually switch between "Daytime Mode" and "Nighttime Mode."

Call Flow Control should not be confused with [Time Conditions](#). While both of these modules relate to call flow, Call Flow Control is designed to be a *manual/switch*, while a Time Condition is designed to be a *scheduled, automatic* switch.

As a common usage example, you might create a Call Flow Control that is activated by dialing *280. When a system phone dials *280, the switch will toggle between **green/off** mode and **red/on** mode. In **green/off** mode, calls might route to all phones in the office for 30 seconds before going to voicemail. In **red/on** mode, the calls might ring to only the front desk, and only for ten seconds, before going to Voicemail.

The code that is used to configure the Call Flow Control (usually *280 through *289) can also be programmed to act as a Busy Lamp Field on your system phones. When configured this way, your phones will show your users whether the switch is On or Off.

How is the Call Flow Control Module Related to the Other Modules?

Call Flow Control can be set as a destination in any module that supports choosing a destination. Call Flow Control can route calls to any destination, such as an extension, voicemail box, ring group, queue, IVR, etc. For example, the Inbound Routes module allows you to indicate what the PBX should do with an incoming call to one of your system's phone numbers. You could choose to route those incoming calls to a Call Flow Control so that your local users could change the destination simply by dialing a special code on their phones.

The Call Flow Control module is also related to the System Recordings module, which allows you to record or upload audio files that can be played to users. By default, Call Flow Control plays "Feature code activated" or "Feature code deactivated" when a caller dials the feature code. You can use the System Recordings module to create different recordings, and choose those recordings in the Call Flow Control.

The Call Flow Control module is also related to the Feature Codes Module. The Call Flow Control section of the Feature Codes module is used to configure the code that users will dial in order to flip each Call Flow Control switch. This section may not appear in the Feature Codes Module until at least one Call Flow Control has been configured.

The Call Flow Control Module is also related to the Advanced Settings Module. The Advanced Settings Module contains an option entitled "Enable Custom Device States." If that option is set to **false**, then the Call Flow Control Code (*280, etc.) will not work as a Busy Lamp Field on system phones, meaning phones will not be able to display the status of the Call Flow Control switch.

How Do I Get to the Call Flow Control Module?

- On the top menu click **Applications**
- In the drop down click **Call Flow**

How Do I use the Call Flow Control Module?

See the [User Guide](#)

See the [Sample Usage](#)