Call Flow Priority

Occasionally you'll configure a feature only to discover that another feature on the account has over-ridden your preferred feature. For example you can't set Call Rejection and Call Forward on the same line, as the Call Rejection has a higher priority than the lower call forwarding.

Here is a complete list of call flow priorities from the dial plan:

1. Call Rejection (block anonymous callers and blacklisting)
2. Remote Dialtone
3. Remote Call back
4. Conference Room
5. Auto-Attendant
6. Agent Queuing
7. Do Not Disturb
8. Call Screening
9. Call forward Always
10. Simultaneous Ring
11. Hunt Groups

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