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Call Flow Priority

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Call Flow Priority

The Call Flow Priority is a simple hierarchical structure, used to control the way calls are managed by our CloudPBX.

Call Flow

This is one of the most important areas for you to understand when considering how to direct your inbound calls.

Once you know the features that are available for your inbound calls, the Call Flow Priority is a simple hierarchical structure, used to control the way calls are managed by our CloudPBX.

Let's take a look at what **Call Flow Priority** actually does.

- Every inbound call “hits” your number.
- The number has a set order of steps that the call must pass through a series of checks along the way, regardless of whether any single feature has been enabled by you.
- Even before a call is actually connected there may be tasks that your number is asked to perform which may be set by you, eg Call Rejection. This means that a call hits your number but it isn't connected because you have instructed it to be rejected.
- Post Dialling: After a call is handled by an initial feature (instruction), in certain circumstances it can automatically transfer to a second feature, which we refer to as “post-dialing”. An example could be a call that uses the Auto Attendant (IVR) feature, where it isn't answered within a specified number of seconds, it will post-dial to a voice mailbox, or Call forward to another number altogether.

The **Call Flow Priority rules** are set in the following order:

1. Call Rejection.
2. Conference.
3. Auto Attendant.
4. Agent Queuing.
5. Do Not Disturb.

6. Call Screening.
7. Call Forward.
8. Simultaneous Ring.
9. Hunt Groups.

Post Dialling

Features 3 through 9 in the Call Flow Priority (Auto Attendant down to Hunt groups) can be configured to post-dial either the Call Forward or Voicemail after the incoming call has been received.

The Auto Attendant can be set up to post-dial any of the calling features below it which reflects the importance of the Auto Attendant as the primary incoming number calling feature.