Fax Routing Details

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Overview

Once you have created a few Advanced Fax Routing rules, you may realize that it's possible to have an incoming fax match more than one rule.

For example, imagine you have the following rules:

- Tag any fax from (212) xxx-xxxx with the "Green" tag
- Tag any fax to (877) 555-3481 with the "Red" tag
- Tag any from (212) 340-xxxx with the "Blue" tag

If you receive a fax from (212) 340-1338 to (877) 555-3481, what is going to happen?

Rule Priorities

The rules you create are evaluated in a very specific order, allowing the system to apply the rules in a consistent and understandable manner. If a match is found, that rule is used, and the system will stop processing other rules. Only one rule will be applied, the system will not apply 2 (or more) rules to any single fax.

The rules are evaluated from the the most specific to the least specific, here is that order (remember that an area code match checks the first 3 digits and an exchange match checks the first 6 digits):

1. Check to see if the **to** and **from** numbers both match *exactly*

2. Check for an *exact* **to** number match and a **from** number *exchange* match

3. Check for an *exact* **to** number match and a **from** number *area code* match

4. Check for an *exact* **to** number match and *any* **from** number

5. Check for *any* **to** number and an *exact* **from** number match

6. Check for *any* **to** number and a **from** number *exchange* match

7. Check for *any* **to** number and a **from** number *area code* match

8. Check for *any* **to** number and *any* **from** number

In our example above, the rule that looks for any fax to (877) 555-3481 is the most specific, so the fax would be tagged "Red".

> **NOTE:** The system will not allow you to create 2 different rules with the same matching criteria, so it's not possible to have 2 rules that both match at the same specificity level but have different actions.
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> For example, you could never have both of the following rules:

- Tag any fax from (212) xxx-xxxx with the "Green" tag
- Tag any fax from (212) xxx-xxxx with the "Red" tag