



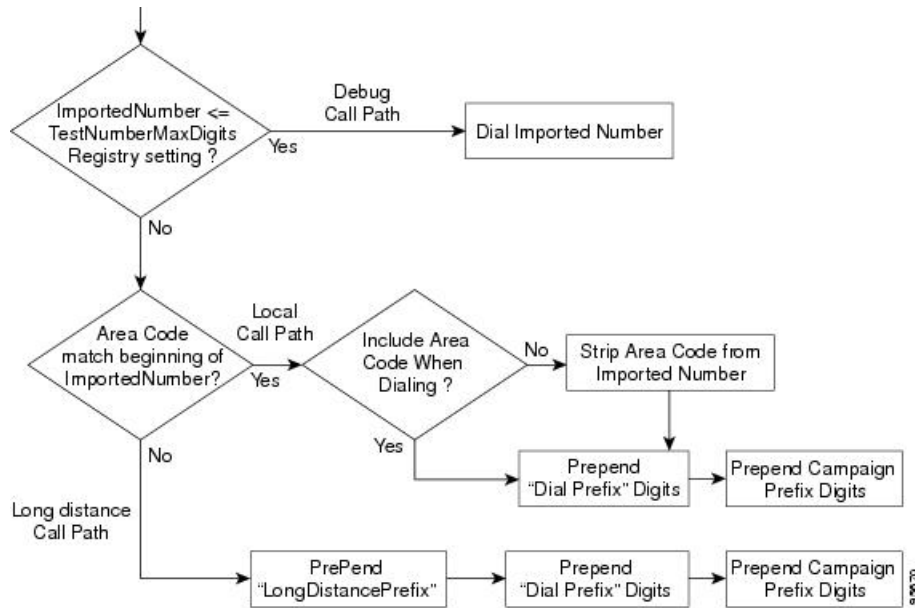
Long Distance Digit Prefix Logic

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Transformation of Imported Numbers

The following example displays an Outbound Option call route that provides information about how imported numbers are transformed for the Outbound Option call.

Figure 1: How Imported Numbers Are Transformed



Call Item	Outbound Option Configuration Field	Description
ImportedNumber <= TestNumberMaxDigits Registry setting		Final dialing number transferred to either the ACD or Unified CM (used for debugging/lab purposes only)

Call Item	Outbound Option Configuration Field	Description
Area Code match beginning of ImportedNumber	Local area code	Area/city code used at your location, which is configured in the Dialer Configuration Component
Include Area Code When Dialing	Local area code	Includes the area code for a long distance call or removes the area code for a local call
PrePend "LongDistancePrefix"	Long distance prefix	Includes the pre-pended value for a long distance call, which is configured in the Dialer Configuration Component
PrePend "Dial Prefix" Digits	Dial prefix	Include the dialing prefix required by your location or by your campaign, which is configured in the Dialer Configuration Component

Dialer Configuration Fields and Registry Settings

The following example displays the Dialer configuration fields and Registry settings from the Dumpconf Procmon command that are used in an outbound call.

```
C:\>procmon ipccd dialer badialer >>>>dumpconf Dialer Config
----- DialerID : [5006] PeripheralID : [5000] ActiveDialers : [1] LocalAreaCode
: [978]
  <--- area code DialToneDetectEnabled : [0] HangupTime : [1] TenDigitDialEnabled : [0]
  <--- Include area code when dialing PrefixDigits : [] <--- Dial prefix digits
  LongDistancePrefix : [1] <---- "Long distance prefix" Callback config has not been
received
  yet ----- Configured Skill Groups
-----
  ----- SkillGroupID : [11988] VDN : [11988] PeripheralNumber : [890]
SkillGroupEnableStatus:
  [0] CampaignName : [DialAgents] ModeName : [N] TypeName : [I] Customer Count : [0]
Customer
  Count (idle) : [0] RecordsToCache : [20] PredictiveExt : [890] PreviewExt : [890]
  *PortsPerAgent : [1.500000] AgentPercentage : [100] AgentsLoggedIn : [0] AgentsAvailable
: [0]
  AgentsTalking : [0] *PortsAllocated : [0] AgentsReadyIn8Secs : [0] TalkTimeAverage :
[60]
  *AgentsToReserveDelta : [0] *PortsUsedToDialDelta : [0] OverflowAgents : [0]
  AutoAnswerReservation : [0] AbandonRate : [2] MaximumLinesPerAgent : [2.000000]
  NoAnswerRingLimit : [4] MinimumCallDuration : [1] PreReservedRecordCount: [0]
IVRPortCount :
  [0] TransferToIVREnabled : [N] TransferAnsMachine : [Y] IVRExt : [] -----
SkillGroupID :
  [-1] VDN : [-1] PeripheralNumber : [0] SkillGroupEnableStatus: [0] CampaignName :
[Callback]
  ModeName : [A] TypeName : [0] Customer Count : [0] Customer Count (idle) : [0]
RecordsToCache :
  [0] PredictiveExt : [] PreviewExt : [] *PortsPerAgent : [1.500000] AgentPercentage :
[100]
  AgentsLoggedIn : [0] AgentsAvailable : [0] AgentsTalking : [0] *PortsAllocated : [0]
  AgentsReadyIn8Secs : [0] TalkTimeAverage : [0] *AgentsToReserveDelta : [0]
  *PortsUsedToDialDelta : [0] OverflowAgents : [0] AutoAnswerReservation : [1] AbandonRate
: [1]
  MaximumLinesPerAgent : [3.000000] NoAnswerRingLimit : [3] MinimumCallDuration : [0]
  PreReservedRecordCount: [0] IVRPortCount : [0] TransferToIVREnabled : [N]
```

```
TransferAnsMachine :
  [N] IVRExt : [] ----- SkillGroupID : [11965] VDN : [11965] PeripheralNumber : [889]

  SkillGroupEnableStatus: [0] CampaignName : [TT_ISN] ModeName : [R] TypeName : [0]
Customer
  Count : [0] Customer Count (idle) : [0] RecordsToCache : [20] PredictiveExt : [12345]
  PreviewExt : [12345] *PortsPerAgent : [1.500000] AgentPercentage : [100] AgentsLoggedIn
  : [60]
  AgentsAvailable : [60] AgentsTalking : [0] *PortsAllocated : [0] AgentsReadyIn8Secs :
  [0]
  TalkTimeAverage : [60] *AgentsToReserveDelta : [0] *PortsUsedToDialDelta : [0]
OverflowAgents :
  [0] AutoAnswerReservation : [0] AbandonRate : [3] MaximumLinesPerAgent : [2.500000]
  NoAnswerRingLimit : [4] MinimumCallDuration : [1] PreReservedRecordCount: [0]
IVRPortCount :
  [60] TransferToIVREnabled : [Y] TransferAnsMachine : [Y] IVRExt : [90001] Port Map
Config
----- Port: [000], Station: [30100] Port: [015], Station: [30115] Port:
[081],
  Station: [30181] Port: [082], Station: [30182] Port: [083], Station: [30183] Port:
[016],
  Station: [30116] Port: [031], Station: [30131] Port: [087], Station: [30187] Port:
[023],
  Station: [30123] Port: [071], Station: [30171] Port: [095], Station: [30195] Port:
[063],
  Station: [30163] Port: [055], Station: [30155] Port: [047], Station: [30147] Port:
[039],
  Station: [30139] Port: [008], Station: [30108] Port: [032], Station: [30132] Port:
[024],
  Station: [30124] Port: [088], Station: [30188] Port: [072], Station: [30172] Port:
[064],
  Station: [30164] Port: [048], Station: [30148] Port: [040], Station: [30140] Port:
[001],
  Station: [30101] Port: [009], Station: [30109] Port: [033], Station: [30133] Port:
[017],
  Station: [30117] Port: [025], Station: [30125] Port: [089], Station: [30189] Port:
[065],
  Station: [30165] Port: [073], Station: [30173] Port: [049], Station: [30149] Port:
[041],
  Station: [30141] Port: [002], Station: [30102] Port: [018], Station: [30118] Port:
[026],
  Station: [30126] Port: [090], Station: [30190] Port: [066], Station: [30166] Port:
[074],
  Station: [30174] Port: [050], Station: [30150] Port: [042], Station: [30142] Port:
[003],
  Station: [30103] Port: [027], Station: [30127] Port: [019], Station: [30119] Port:
[091],
  Station: [30191] Port: [075], Station: [30175] Port: [067], Station: [30167] Port:
[059],
  Station: [30159] Port: [051], Station: [30151] Port: [043], Station: [30143] Port:
[004],
  Station: [30104] Port: [020], Station: [30120] Port: [028], Station: [30128] Port:
[092],
  Station: [30192] Port: [084], Station: [30184] Port: [076], Station: [30176] Port:
[060],
  Station: [30160] Port: [068], Station: [30168] Port: [052], Station: [30152] Port:
[036],
  Station: [30136] Port: [021], Station: [30121] Port: [044], Station: [30144] Port:
[093],
  Station: [30193] Port: [005], Station: [30105] Port: [029], Station: [30129] Port:
[085],
  Station: [30185] Port: [069], Station: [30169] Port: [077], Station: [30177] Port:
[061],
  Station: [30161] Port: [053], Station: [30153] Port: [037], Station: [30137] Port:
```

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[045],
  Station: [30145] Port: [014], Station: [30114] Port: [038], Station: [30138] Port:
[079],
  Station: [30179] Port: [010], Station: [30110] Port: [056], Station: [30156] Port:
[034],
  Station: [30134] Port: [080], Station: [30180] Port: [057], Station: [30157] Port:
[058],
  Station: [30158] Port: [022], Station: [30122] Port: [006], Station: [30106] Port:
[030],
  Station: [30130] Port: [011], Station: [30111] Port: [035], Station: [30135] Port:
[012],
  Station: [30112] Port: [013], Station: [30113] Port: [086], Station: [30186] Port:
[070],
  Station: [30170] Port: [094], Station: [30194] Port: [078], Station: [30178] Port:
[062],
  Station: [30162] Port: [046], Station: [30146] Port: [054], Station: [30154] Port:
[007],
  Station: [30107] Registry Config Values ----- TimeToCTIBeginCall :
[7]
  TimeToRingCustomer : [8] TimeToHoldCustomer : [1] TimeToReserve : [10] TimeToTransfer
: [7]
  TimeToFreeStuckPort : [7200] TimeToFreeStuckCall : [7200] SwitchPrefix : []
  TimeToRetryCustomerRequest : [30] TimeToWaitForRecord : [5] TimeToWaitForCTIResp : [3]

  TalkTimeAvg : [60] CustRecReadyRequestToServer:[30] TestNumberMaxDigits : [5] <-----
"Test
  Number Max digits" ca_cnosig : [20] PortThrottleTime : [2] PortThrottleCount : [20]
  OptimizeAgentAvailability : [0] RTPortFeedDisable : [1] SkillGroupQueryDelay : [1]
  ReclassifyTransferFailures : [0] SetAgentsReadyOnResvDrop : [1] DirectAgentDial : [0]
  OverrideNetworkTones : [0] AnswrTrnsfrUsingAgentPhone : [1] </end>>>>

```