



Application Dial Rules Overview

The administrator uses dial rules to add and sort the priority of dialing rules. Dial rules for applications such as Cisco WebDialer and Cisco IPMA automatically strip numbers from or add numbers to telephone numbers that the user dials. For example, the dial rules automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line.

For example, in Cisco IPMA, the assistant can perform a directory search from the assistant console. The assistant can drag and drop the directory entry to the My Calls panel on the assistant console, which invokes a call to the number that is listed in the entry. The dial rules apply to the number that is listed in the entry before the call gets made.

The following sections describe application dial rules:

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Dial Rules Configuration Design

The Dial Rules Configuration window organization includes the following panes:

- **Dial Rule Creation**—Contains four fill-in-the-blank fields and the **Insert** button. You must specify at least one consequence for the rule. Dial rules get added to the bottom of the Dial Rules List. Use the up and down arrows to reposition dial rules.
 - **Condition**—Distinguish between telephone numbers that are based on the initial string of digits or on the length of the number, or both. The distinguishing string of digits can include as many as 100 characters. A rule only applies to a dialed number if all the conditions are met.
 - **Consequence**—Remove numbers from the front of the dialed number, or add numbers to the front, or both.
- **Dial Rules List**—List the rules in order of priority. The rule priority list goes from top to bottom and gets applied in that order. If a number satisfies the rule condition, the rule applies, and no subsequent rules get considered. You can modify, reprioritize, and delete rules.

The following example provides a dial rule condition and the consequence when a dial rule is created.

Condition

- If the phone number begins with (the field is *blank*)—This condition leaves blank one or more digits at the beginning of the number that the user dialed. For example, if the user dialed 1, 1500, or 1500555, each would match the dial number 15005556262.
- and the number of digits is (the field is *blank*)—This condition leaves blank the total number of digits in the telephone number that the user dialed. For example, if the dial number is 915005556262, the number of digits equals 12.

Consequence

- Remove *blank* digits from the beginning—The application deletes this number of digits from the front of the dialed number. For example, if 4 is specified, and the dialed number is 15005556262, the application removes 1500, leaving 5556262.
- and prefix it with (this field is *blank*)—After removing the specified number of digits, the application adds this string of numbers to the front of the dialed number. For example, if 9 was specified, the application adds 9 to the front of the dialed number (could be specifying an outside line).

Dial Rules Configuration Error Checking

The application dial rules perform the following error checking in the Dial Rule Creation section of the Dial Rules Configuration window:

- The phone number begins with field supports only digits and the characters +*#. The length cannot exceed 100 characters.
- The number of digits is field supports only digits, and the value in this field cannot be less than the length of the pattern that is specified in the pattern field.
- The remove digits field supports only digits, and the value in this field cannot be more than the value in the number of digits is field.
- The prefix it with field supports only digits and the characters +*#. The length cannot exceed 100 characters.
- Ensure that dial rules are unique.
- The remove digits field and the prefix it with field cannot both be blank for a dial rule.

Where to Find More Information

Related Topic

- [Adding a Dial Rule](#), *Cisco CallManager Administration Guide*
- [Modifying a Dial Rule](#), *Cisco CallManager Administration Guide*

Additional Cisco Documentation

- *Cisco CallManager Features and Services Guide*