



# CHAPTER 10

## Call Routing Settings

### Call Routing Direct Calls and Forwarded Calls Pages

Table 10-1 Call Management > Call Routing > Direct Calls and Forwarded Calls Pages

Field	Considerations
Rule Name	Enter a rule name. Rule names can be words or numbers. You might want the name to reflect the purpose of the rule (for example, “Sales menu”).
Status	Select one of the following settings: <ul style="list-style-type: none"><li>• Enabled—The routing rule is active and Cisco Unity will acknowledge all settings.</li><li>• Disabled—The routing rule is inactive and Cisco Unity ignores all settings within the rule.</li></ul> Default: Enabled.
Call Type	Click the applicable Call Type, either Internal Calls or External Calls. To have the rule apply to all call types, click Both. Internal calls are from subscribers, and external calls are from unidentified callers.  When a call matches all settings for the rule, the call is routed as specified in Send Call To.  Your integration may not support this option.  Default: Both.
Ports (Direct Calls page only)	Enter the port number to have the rule apply to the port on which a call arrives. To set a consecutive range of ports, enter a hyphen between the port numbers (for example, 1–4). To set a list of ports, enter a comma between the ports (for example, 1,2,4). To have the rule apply to calls on all ports, enter * or leave the field blank.  When a call matches all settings for the rule, the call is routed as specified in Send Call To.  Default: Blank.
Trunks (Direct Calls page only)	Enter the trunk number to have the rule apply to the trunk on which a call arrives. To set a consecutive range of trunks, enter a hyphen between the trunk numbers (for example, 1–4). To set a list of trunks, enter a comma between the trunk numbers (for example, 1,2,4). To have the rule apply to calls on all trunks, enter * or leave the field blank.  When a call matches all settings for the rule, the call is routed as specified in Send Call To.  Your integration may not support this option.  Default: Blank.

Table 10-1 Call Management &gt; Call Routing &gt; Direct Calls and Forwarded Calls Pages (continued)

Field	Considerations
Forwarding Station (Forwarded Calls page only)	<p>Enter the extension (station) to have the rule apply to the extension from which a call was forwarded. To have the rule apply to all extensions, enter * or leave the field blank. The * is a wildcard and can be used alone or with other numbers (for example, enter 2* to route all calls from any extension that begins with 2).</p> <p>When a call matches all settings for the rule, the call is routed as specified in Send Call To.</p> <p>Your integration may not support this option.</p> <p>Default: Blank.</p>
Dialed Number (DNIS)	<p>Enter the phone number to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, enter * or leave the field blank. The * is a wildcard and can be used alone or with other numbers (for example, enter 800* to control routing of all calls to 800 numbers).</p> <p>When a call matches all settings for the rule, the call is routed as specified in Send Call To.</p> <p>Your integration may not support this option.</p> <p>Default: Blank.</p>
Calling Number (ANI)	<p>Enter the phone number to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, enter * or leave the field blank. The * is a wildcard and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code).</p> <p>When a call matches all settings for the rule, the call is routed as specified in Send Call To.</p> <p>Your integration may not support this option.</p> <p>Default: Blank.</p>
Schedule	<p>Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.</p> <p>To have the rule apply 24 hours a day, seven days a week, click Always.</p> <p>To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set with Always.</p> <p>Default: Always.</p>
Language	<p>Select the language to be associated with the call. If you choose Inherited, Cisco Unity determines the language to use on a per-call basis, depending on the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the default phone language.</p> <p>If your organization has purchased additional language licenses, routing rules can also be used to change the language in which Cisco Unity plays system prompts to callers. For example, you could route calls and set the language for the system prompts based on the dialed number, so that different callers can hear identical information but in different languages.</p> <p>The list of languages shown here is set on the System &gt; Configuration &gt; Phone Languages page.</p> <p>Default: Inherited.</p>

Table 10-1 Call Management &gt; Call Routing &gt; Direct Calls and Forwarded Calls Pages (continued)

Field	Considerations
Send Call To	<p>Select one of the following destinations for a call that matches all settings for the rule:</p> <ul style="list-style-type: none"> <li>• Attempt Forward—Forwards the call if the forwarding station belongs to a subscriber. The calling number is used as the ID, and if the extension is found, the call is forwarded to the subscriber greeting. If the extension is not found, the next rule in the routing table is applied to the call information.</li> <li>• Attempt Sign-In—Sends the call to the subscriber logon conversation, if the calling number belongs to a subscriber. The calling number is used as the ID. If the call is not from a subscriber, the next rule in the routing table is applied to the call information.</li> <li>• Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>• Call Handler—Sends the call to the call handler that you select.</li> <li>• Caller System Transfer—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> <li>• Directory Handler—Sends the call to the directory handler that you select.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out.</li> <li>• Interview Handler—Sends the call to the interview handler that you select.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation, which prompts the caller to enter an ID.</li> <li>• Subscriber—Sends the call to the subscriber that you select.</li> <li>• Subscriber System Transfer—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> </ul> <p>Defaults: Attempt Forward for Forwarded Calls, Directory Handler for Direct Calls</p>
Routing Table	<p><i>Display only.</i> Shows the call routing rules for direct calls or for forwarded calls.</p> <p>The order of the rules is important. Cisco Unity compares a call to each rule in the order specified in the table from the top down until it finds a match. The first rule that matches a call determines where the call is routed.</p>

