Configure Automated Alternate Routing

Automated Alternate Routing Overview

Configure automated alternate routing (AAR) to automatically reroute calls through the PSTN or other networks when the system blocks a call due to insufficient location bandwidth. With automated alternate routing, the caller does not need to hang up and redial the called party.

AAR Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Enable Clusterwide Automated Alternate Routing, on page 1	Enable automated alternate routing for the cluster.
Step 2	Configure AAR Group, on page 2	Configure automated alternate routing (AAR) to reroute calls through the PSTN or other network by using an alternate number when Cisco Unified Communications Manager blocks a call due to insufficient location bandwidth.

Enable Clusterwide Automated Alternate Routing

Enable Automated Alternate Routing (AAR) for the cluster.

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.
Step 2 Select a node in the **Server** drop-down box.

Step 3	From the **Service** drop-down list, select Cisco Call Manager.
Step 4	In the Clusterwide Parameters (System - CCM Automated Alternate Routing) area, set the **Automated Alternate Routing Enable** parameter to **True**.

Configure AAR Group

Configure Automated Alternate Routing (AAR) to automatically reroute calls through the PSTN or other networks when the system blocks a call due to insufficient location bandwidth. With AAR, the caller does not need to hang up and redial the called party.

Procedure

Step 1	From Cisco Unified CM Administration, choose **Call Routing** > **AAR Group**.
Step 2	Choose one of the following options:
	• Click **Add New**, to add a new AAR group.
	• Click **Find** and choose an AAR group from the resulting list, to modify the settings for an existing AAR group.
	The **AAR Group Configuration** window appears.
Step 3	In the **Name** field, enter the name that you want to assign to the new AAR group.
	The name can contain up to 20 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_).
	The window refreshes and displays additional fields.
Step 4	Configure the fields on the **AAR Group Configuration** window. For more information on the fields and their configuration options, see the system Online Help.
Step 5	Click **Save**.
	Note **Optional**. To enable AAR to work with hunt pilots, see Hunt Pilot Configuration Task Flow.