



Other call routing menu options

This chapter provide brief descriptions of selected Call Routing menu options. A pointer to documents that contain a more detailed description for each of these Call Routing menu options is provided.

- [Intercom partition setup, page 1](#)
- [Intercom calling search space setup, page 2](#)
- [Intercom directory number setup, page 2](#)
- [Intercom translation pattern setup, page 2](#)
- [Access list setup, page 2](#)
- [Client Matter Code setup, page 3](#)
- [Forced Authorization Code setup, page 3](#)
- [Call Park setup, page 3](#)
- [Directed Call Park setup, page 4](#)
- [Call Pickup Group setup, page 4](#)
- [Transformation profile setup, page 5](#)
- [Mobility setup, page 5](#)
- [Logical partitioning policy setup, page 5](#)
- [Call control discovery setup, page 6](#)
- [External call control profile setup, page 6](#)

Intercom partition setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Intercom > Intercom Route Partition** menu path to configure intercom partitions.

An intercom partition contains a list of route patterns [directory number (DN) and route patterns]. Partitions facilitate call routing by dividing the route plan into logical subsets that are based on organization, location, and call type. For more information about partitions, see the *Cisco Unified Communications Manager System Guide*.

For more information about intercom partitions, see the *Cisco Unified Communications Manager System Guide*.

Intercom calling search space setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Intercom > Intercom Calling Search Space** menu path to configure intercom calling search spaces.

An intercom calling search space comprises an ordered list of intercom calling search spaces that are typically assigned to devices. Intercom calling search spaces determine the partitions that calling devices search when they are attempting to complete a call.

For more detailed information on calling search spaces and partitions, see the *Cisco Unified Communications Manager System Guide*. For more information about intercom and intercom calling search spaces, see the *Cisco Unified Communications Manager System Guide*.

Intercom directory number setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Intercom > Intercom Directory Number** menu path to configure intercom directory numbers.

Using Cisco Unified Communications Manager Administration, configure and modify intercom directory numbers (DNs) that are assigned to specific phones.

For more information on how to configure intercom directory numbers, see the *Cisco Unified Communications Manager System Guide*.

Intercom translation pattern setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Intercom > Intercom Translation Pattern** menu path to configure intercom translation patterns.

Cisco Unified Communications Manager uses translation patterns to manipulate dialed digits before it routes a call. In some cases, the system does not use the dialed number. In other cases, the public switched telephone network (PSTN) does not recognize the dialed number.

For more information on how to configure intercom translation patterns, see the *Cisco Unified Communications Manager System Guide*.

Access list setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Class of Control > Access List** menu path to configure access lists.

Mobile Connect allows users to manage business calls using a single phone number and pick up in-progress calls on the desktop phone and cellular phone. Access lists determine the phone numbers that are explicitly allowed or blocked for in-progress call transfers.

For more information on Mobile Connect and how to configure access lists, see the *Cisco Unified Communications Manager System Guide*.

Client Matter Code setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Client Matter Codes** menu path to configure client matter codes.

Client Matter Codes (CMC) assist with call accounting and billing for billable clients. CMC force the user to enter a code to specify that the call relates to a specific client matter. You can assign client matter codes to customers, students, or other populations for call accounting and billing purposes.

The CMC feature requires that you make changes to route patterns and update your dial plan documents to reflect that you enabled or disabled CMC for each route pattern. You can access the Client Matter Codes search and configuration windows from **Call Routing > Client Matter Codes** in Cisco Unified Communications Manager Administration.

For detailed information about client matter codes, see the *Cisco Unified Communications Manager System Guide*.

Additional Cisco Documentation

- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Serviceability Administration Guide*

Forced Authorization Code setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Forced Authorization Codes** menu path to configure forced authorization codes.

Forced Authorization Codes (FAC) allow you to manage call access and accounting. This feature regulates the types of calls that certain users can place by forcing the user to enter a valid authorization code before the call completes.

The FAC feature requires that you make changes to route patterns and update your dial plan documents to reflect that you enabled or disabled FAC for each route pattern. You can access the Forced Authorization Code search and configuration windows from **Call Routing > Forced Authorization Codes** in Cisco Unified Communications Manager Administration.

For detailed information about forced authorization codes, see the *Cisco Unified Communications Manager System Guide*.

Additional Cisco Documentation

- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Serviceability Administration Guide*

Call Park setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Call Par** menu path to configure call park numbers.

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the Cisco Unified Communications Manager system (for example, a phone in another office or in a conference room). If you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey or the Call Park button. Someone on another phone in your system can then dial the call park extension to retrieve the call.

For more information on how to use and configure the Call Park feature, see the *Cisco Unified Communications Manager System Guide*.

Directed Call Park setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Directed Call Park** menu path to configure directed call park numbers.

Directed Call Park allows a user to transfer a call to an available user-selected directed call park number. Configure directed call park numbers in the Cisco Unified Communications Manager Directed Call Park Configuration window. Configured directed call park numbers exist clusterwide. You can configure phones that support the directed call park Busy Lamp Field (BLF) to monitor the busy/idle status of specific directed call park numbers. Users can also use the BLF to speed dial a directed call park number.

A user can retrieve a parked call by dialing a configured retrieval prefix followed by the directed call park number where the call is parked.

For more information on how to use and configure the directed call park feature, see the *Cisco Unified Communications Manager System Guide*.

Call Pickup Group setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Call Pickup Group** menu path to configure call pickup groups.

The Call Pickup Group menu option allows administrators to configure call pickup groups. After end users are configured as members of a call pickup group, these users can answer a call that comes in on a directory number other than their own. When a user hears an incoming call ringing on another phone, the user can redirect the call to their own phone by using one of the call pickup phone features.

Cisco Unified IP Phones that are running SCCP and SIP provide several types of call pickup:

- The Call Pickup feature allows users to pick up incoming calls within their own group. Cisco Unified Communications Manager automatically dials the appropriate call pickup group number when a user activates this feature on a phone.
- The Group Call Pickup feature allows users to pick up incoming calls in another group. Users must dial the appropriate call pickup group number when they activate this feature on a phone.
- The Other Group Pickup feature allows users to pick up incoming calls in a group that is associated with their own group. When a phone rings in a group that is associated with the user group, Cisco Unified Communications Manager automatically searches for the incoming call in the associated groups when they activate this feature on a phone.
- The Directed Call Pickup feature allows a user to pick up an incoming call on a directory number (DN) directly by pressing the GPickUp softkey and entering the directory number.

- The Busy Lamp Field (BLF) Call Pickup feature allows a user to pick up a call that is directed to the DN that is associated with the BLF button that is configured on the user Cisco Unified IP Phone.

For more information on how to use and configure the various Call Pickup features and how to configure call pickup groups, see the *Cisco Unified Communications Manager System Guide*.

Transformation profile setup

Cisco Intercompany Media Engine configuration comprises configuration of transformation profiles.

For more information, see the *Cisco Intercompany Media Engine Installation and Configuration Guide*.

Mobility setup

In Cisco Unified Communications Manager Administration, use the following menu paths to configure Cisco Unified Mobility configuration:

- **Call Routing > Mobility > Enterprise Feature Access Configuration**
- **Call Routing > Mobility > Handoff Configuration**
Call Routing > Mobility > Handoff Configuration
- **Call Routing > Mobility > Mobility Profile**

Mobile Connect allows users to manage business calls using a single phone number and pick up in-progress calls on the desktop phone and cellular phone. The Mobility Configuration window contains dual mode phone handoff settings for call transfers between a user desktop phone and mobile phone.

The Enterprise Feature Access Configuration window allows you to configure the Enterprise Feature Access (EFA) number for Cisco Unified Mobility calls.

The Handoff Mobility Configuration window allows you to configure the handoff number that the system uses to hand off Cisco Unified Mobility calls.

The Mobility Profile Configuration window allows you to configure mobility profiles for Cisco Unified Mobility users. The mobility profile of a user determines whether user mobility calls use the Dial-via-Office Forward or Dial-via-Office Reverse Callback feature for mobility calls.

For more information on Mobile Connect and how to configure mobility settings for dual-mode phones, see the *Cisco Unified Communications Manager System Guide*.

Logical partitioning policy setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Logical Partitioning Policy Configuration** menu path to configure logical partitioning policies.

You use logical partitioning policies with geographic locations and geographic location filters to provision logical partitioning.

For more information on how to use the Logical Partitioning Policy Configuration window, see the *Cisco Unified Communications Manager System Guide*.

Call control discovery setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Call Control Discovery > Feature Configuration** menu path to configure call control discovery feature parameters.

External call control profile setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > External Call Control Profile** menu path to configure external call control profiles.