

Tech Bulletin

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Product:	iPECS

iPECS System Call Routing

The system can change the call destination automatically or manually by set conditions i.e. time, days, CLI, CPN, CO, Zone and Tenancy Group number for incoming DDI calls. If scenarios are set, incoming calls are routed to the programmed destinations.

Items in the Condition Table

- Caller ID
This could be left blank to route all callers.
- Called Num
This could be left blank to route all callers. Can also input the called number, making sure the digits match what is being sent by the network.
- Days and time
Start Day and End Day, weeks, start time and end time. At least one day must be selected. Times and dates can be left blank to cover all.
- Destination (Type and Value)
A destination needs to be set
- Scenario Priority
If the call matches more than one scenario, then the priority will determine the call route
- Scenario Active or Not
This must be set ON to be active
- Scenario Voice Mail box
If the destination is VM, the value needs to be the VSF hunt group, then the station to take the voice mail message is entered.
- Scenario COS
Class of service for the scenario
- Scenario DISA Active or Not
To allow CCR
- Scenario Tenancy Group number
Tenancy group 0 is default
- Scenario Zone
Leave default – Refers to Zone Data
- Scenario Start CO and End CO
Can be left Default, 0-0 or the specific DDI line numbers can be set

- Scenario Group
This is used for scenario group by attendant
If no scenario group (00-16) is set, then the scenario is always active. If the scenario is set active, in the Scenario Active or Not option

If there is a scenario group (00-16) set, then this is only activated when the Attendant activates the scenario. See Operation below

If there is a mixture of conditions that have a Scenario Group and fixed conditions.... When the Attendant activates the Scenario Group all the fixed conditions are not followed, only the active scenario group routing.

Conditions

1. Scenario Active should be set ON, and a Day condition chosen.
2. Even though the system is Day/Night/Timed mode, System Call Routing scenario has the highest priority. Priority is System Call Routing, MSN Table, and then Flexible DDI Table.
3. It is recommended that the Co and Stations are same tenancy group and zone.
4. If Start time is 0700 and End time is 1900, time is set from 07:00 AM to 07:00 PM
5. The total numbers of table are 16 (MFIM1200 there are 32) and have 10 scenario respectively. Therefore there is a maximum of 160 (MFIM1200: 320) scenarios.
6. VMID can be a Station number that is virtual or not. Virtual means that Station number exists but has no Hard Phone. VMID is used when the Destination Type is Hunt and Destination is VSF hunt group.
7. If DISA Active is set ON and Destination is VSF 1, CCR will work with Announcement 1.
8. If VSF is 0 and DISA Active is set ON, DISA dial tone will be heard.
9. If ATD STN is selected for the type of Caller ID, this will work by rerouting calls to STA, Hunt, Mail Box, Network call and SPEED instead of the ATD for internal attendant calls.
10. Scenario groups are only set manually from the attendant. See Operation below

Operation

1. From the System Attendant Press DND.
2. Dial 5.
3. Select Scenario (01 ~ 16/32 (if MFIM1200)) – This is Scenario Group number in PGM 251.
4. Press **[SAVE]** button.

Programming
SYSTEM

- 1 System Call Routing (PGM 251-Web Admin only)
- 2 Station ICM Group (PGM 125)
- 3 CO tenancy group (PGM 141-FK10)

Related Features

Co Lines must be set as DDIs PGM 140

The screenshot shows the iPECS Administration interface with the 'System Call Routing' configuration page. The table below is a representation of the data shown in the screenshot.

Index : [0 - 9][10-15]														
Index	Caller ID	Called Num	Time	Destination	Priority	Active	VMID	COS	DISA Active	ICM Grp	Zone	CO line	Group	Zone Holiday
0-0			MON TUE WED THU FRI 0800-1800	VSF 1	9	ON		0	ON	0	0		0	0
0-1			MON TUE WED THU 1800-2359	VSF(#) 2	9	ON		0	OFF	0	0		0	0
0-2			TUE WED THU 0000-0800	VSF(#) 2	9	ON		0	OFF	0	0		0	0
0-3			FRI 1800-2359	VSF(#) 3	9	ON		0	OFF	0	0		0	0
0-4			SAT SUN 0000-2359	VSF(#) 3	9	ON		0	OFF	0	0		0	0
0-5			MON 0000-0800	VSF(#) 3	9	ON		0	OFF	0	0		0	0
0-6			2013/05/22-2013/05/22 WED 0800-1800	VSF 5	6	ON		0	ON	0	0		0	0
0-7			2013/05/27-2013/05/27 MON 0000-1800	VSF(#) 7	5	ON		0	OFF	0	0		0	0
0-8			MON TUE WED THU FRI 1200-1300	VSF(#) 8	4	ON		0	OFF	0	0		0	0
0-9	480911		MON TUE WED THU FRI 0800-1800	H 620	8	ON		0	OFF	0	0		0	0
1-0						OFF		0	OFF	0	0		0	0
1-1						OFF		0	OFF	0	0		0	0
1-2						OFF		0	OFF	0	0		0	0
1-3						OFF		0	OFF	0	0		0	0
1-4						OFF		0	OFF	0	0		0	0

An example is:

A doctor's surgery requires multiple profiles and call routing

Profile 1 - Opening times 8am - 6pm Monday to Friday, to play welcome announcement and auto attendant - press 1, press 2.....

Profile 2 - Closed from 6pm - 8am Monday to Friday. Play announcement eg we are close reopen 8am tomorrow please hang up and call 111

Profile 3 - 6pm Friday to 8am Monday. Weekend closed announcement

Profile 4 - Training day. This is normally preset as a particular day once a month.

Profile 5 - Bank Holidays. Can be preset for the year and play different announcements

Profile 6 - Lunch time, Monday to Friday 12 noon to 1pm. Play announcement

Profile 7 - Option for DDI 480911 to route Monday to Friday, 8am to 6pm to a Hunt group.