AltiGen KB

Advanced Call Router - lookup by phone number or ZIP code

5.2 Advanced Call Router Introduction:
 This document covers Avanced Call Router installation, and gives a walkthrough for setting up a basic Phone Number and ZIP code route. Installation and initial setup:

1.   Download and Install Advanced Call Router:

2.   Advanced Call Router for 8.5

3.   Start Advanced Call Router from Start>All Programs>Advanced CallRouter> Advanced CallRouter.

4. Press the Connect button.

5. Input the Altiserv Name or IP Address then press the OK button.

6. The screen now shows that Advanced CallRouter is connected to the Altiserv IP 192.168.1.103.

 7. Select Operation from the menu.

8. Select Logon Information.

 9. Fill in the Logon Info screen as follows:

a. Input the Altiserv Name or IP address.
 b. Create a virtual extension in AltiAdmin for Advanced CallRouter to log into and input the ext#.
 c. Input the password for the virtual extension created above.
 d. Select Auto Start Service to have Call Router start routing calls automatically after the system restarts or after the Call Router service has been stopped and restarted.

 10. When you have completed the fields, press the OK Button.
 11.
 12. Now that Call Router is setup, we can make our first route. The next section will shop a sample CID based route.

 Sample configuration, CID Based Routing:
 13. Now Open AltiAdmin and select AutoAttendant. The Auto Attendant Select screen is displayed as show below.

14. Press the Add button to create an Auto Attendant to be used for Advanced CallRouter.

15. In the ID field drop down menu, select an empty Auto Attendant number. We will use 4 in this example.

16. Fill in the Name Field. We will use AdvCallRouter in this example.

17. Once both fields are populated, press the OK button.

18. The newly created AdvCallRouter Auto Attendant is displayed.

19. Highlight AdvCallRouter.

20. Press the Edit button.

21. The Auto Attendant 4 --- AdvCallRouter screen is displayed.

22. Select the prompt that will be heard when the caller comes into the Auto Attendant. In this example, we will use phrase0001. The phrase could be recorded as, "Welcome to XXX company, please hold for the firt available agent.

23. In the Actions Drop Down menu, select 'Adv.- Advanced Call Router'. This will display additional fields on the screen as shown below.

 a) In the Ext Num drop down menu, select the Advance Call Router's virtual extension. We will use 101 in this example.
 b) Press the Apply button then press OK on the popup screen.

24. Highlight the '& - no action' on the left side of the screen.

 25. The submenu items are displayed on the right hand side of the screen.

26. Fill out the fields as described below.

27. Highlight AdvCallRouter.
 a) In the Actions drop down menu, select 'Call – To Extension/Group'.
 b) In the Ext Num drop down menu, select an available extension or WG number.
 c) Press the apply button.
 d) Then press the OK button.

28. Now let's create our Routing Rule for inbound calls.

29. Open the Advance Call Router Window again.

30. Select Operation from the top menu.

31. Highlight Router Rule and left click with the mouse to display the Router Rule list below. The screen is blank because we have not yet defined a Router Rule.

32. Click the Default Routing button to configure the default routing action in the event the call does not match any routing rules that have been configured.

33. In this example, we are assigning the call to be directed to WG#300.

34. Press the OK button to continue.

35. Press the Add button to create your rule.

a) Type a Name for This Rule. In this example we will us '9728248438'.
 b) Build the condition for the rule. In the 'If Caller Information contains' drop down select 'Match one of these

items'.
 c) Since we are checking the caller ID, Highlight Caller ID.
 d) Right Click and select Input Data.
 e) Enter the Caller ID number to route. Ie, 9728248438. (no spaces)
 f) In the 'Target Action of the Rule' drop down menu, select the action you would like to take. In this example we will route the call to extension #510.

36. Press the Ok button to continue.

37. The Rule is now displayed.

38. Press the OK button.

39. The Advanced CallRouter window is displayed.

40. Press the Start button to allow Call Router to route the incoming calls.

41. Set the trunks in call routing to the newly created Auto Attendant.

42. Make a test call into the AdvCallRouter Auto Attendant and verify the Call Router is handling the call properly.

a) The screen above should display the name of the Routing Rule that handled the call in the 'Matching Record' field. If it displays default, check your
 configuration.

b) To clear this screen, delete the CallRouter.csv file located in the
 Advanced Call Router directory.

Sample configuration, ZIP Code Routing:
 This configuration is very similar to the CID Routing example. We'll start from the Auto Attendant configuration.

43. Press the Edit button.

44. The Auto Attendant 4 --- AdvCallRouter screen is displayed.

45. Select the prompt that will be heard when the caller comes into the Auto Attendant. In this example, we will use prompt 0001. The prompt could be recorded as, "Welcome to XXX company, if you know your parties extension, enter it now. To enter your zipcode, press 9 now."

46. Highlight submenu 9.

47. In the Actions Drop Down menu, select 'Adv- Collect Digits'. This will display additional fields on the screen as shown below.

a) Select the prompt that will be heard when the caller comes into this part of the Auto Attendant. In this example, we will use phrase0002. The prompt could be recorded as, "Please enter your zip code now."
 b) In the Text Tag Field enter 'ZIP'. The text entered in this field must be exactly the same in step#34e discussed later.
 c) Set the Min Length and Max Length to 5 to allow the user to input a 5 digit zip code.
 d) In the If failed, goto menu: drop down, select '0 – AdvCallRouter' to route the call back to the main menu.
 e) Press the Apply button then press OK on the popup screen.

48. Highlight the '& - no action' on the left side of the screen.

49. The submenu items are displayed on the right hand side of the screen.

50. Fill out the fields as described below.

g) Select a prompt to be played when the caller reaches this section of the Auto Attendant. In this example we will use phrase0400. The phrase could say, "Please hold while I transfer your call."
 h) In the Actions drop down menu, select 'Adv. – Advanced Call Router'.
 i) In the Ext Num drop down menu, select the Call Router virtual extension that was created in step# 9. In this example we will use 101 – Adv CallRouter.
 j) Press the Apply button.
 k) Then press the OK button on the popup window.

51. Highlight the '& - no action' on the sub-submenu as shown below.

l) In the Actions drop down menu, select an extension to be routed to when there is not action taken.
 m) Then press Apply and OK.

52. Now let's create our first Router Rule.

53. Open the Advance Call Router Window again.

54. Select Operation from the top menu.

55. Highlight Router Rule and left click with the mouse to display the Router Rule list below. The screen is blank because we have not yet defined a Router Rule.

56. Click the Default Routing button to configure the default routing action in the event the call does not match any routing rules that have been configured.

57. In this example, we are assigning the call to be directed to WG#300.

58. Press the OK button to continue.

59. Press the Add button to create your first rule.

a) Type a Name for This Rule. In this example we will us 'Route by User Zip code'.
 b) Build the condition for the rule. In the 'If Caller Information contains' drop down select 'Match one of these items'.
 c) Since we are collecting the zip code input by the caller, Highlight IVR Data.
 d) Right Click and select Input Data.
 e) Enter the Tag from step#22b then the zip code to be routed separated by an = sign. Ie, ZIP=75070. (no spaces)
 f) In the 'Target Action of the Rule' drop down menu, select the action you would like to take. In this example we will route the call to extension #510.

60. Press the Ok button to continue.

61. The Rule is now displayed.

62. Press the OK button.

63. The Advanced CallRouter window is displayed.

64. Press the Start button to allow Call Router to route the incoming calls.

65. Set the trunks in call routing to the newly created Auto Attendant.

66. Make a test call into the AdvCallRouter Auto Attendant and verify the Call Router is handling the call properly.

a) The screen above should display the name of the Routing Rule that handled the call in the 'Matching Record' field. If it displays default, check your
 configuration.

b) To clear this screen, delete the CallRouter.csv file located in the
 Advanced Call Router directory.

https://know.altigen.com/questions/930/