

Administering Call Routing for Far-End Switches

B

Overview

A Lucent INTUITY call routing automated attendant number enables routing of calls to far-end switches in a customer network. When a caller dials this number, the call is forwarded to the Lucent INTUITY system. The caller hears an automated attendant greeting that provides a menu of prompts used to select the far-end location by pressing a digit on the telephone keypad. After pressing the appropriate digit and waiting for a certain number of rings, the caller is transferred to the chosen location.

This feature requires:

- An automated attendant mailbox number administered on the Lucent INTUITY system with the appropriate setup to route the calls
- A phantom extension number administered on the switch having the same extension number as the automated attendant mailbox, with call forwarding of all calls to the Lucent INTUITY number
- A phantom extension number administered for *each* choice in the automated attendant menu that routes the call to the telephone number of the designated external location

Purpose

This chapter provides information and procedures necessary on the switch and on the Lucent INTUITY system to configure call routing to far-end switches in a customer network.

Required Switch Administration

The following procedures are required on the switch for the customer to use the call routing feature:

- [“Configuring a Phantom Extension for the Call Routing Automated Attendant”](#)
- [“Forwarding All Calls on the Phantom Extension”](#)
- [“Configuring the Phantom Extensions for Call Routing”](#)

Configuring a Phantom Extension for the Call Routing Automated Attendant

Ensure that the switch administrator configures a phantom extension, either analog or digital, as appropriate, with the directory number (DN) set to the call routing automated attendant number and with call forwarding of all calls enabled to the INTUITY number.

Configuring an Analog Phantom Extension

The switch administrator can configure an analog phantom extension by using overlay 10 and entering the commands below at the switch administration terminal.

```
LD10
REQ NEW
TYPE 500
TN <phantom_number_TN>
DESC exp
DN <call_routing_number>
CLS FNA FBA CFNA SFA
SCPW <xxxx>
FTR CFW 16
```

where:

- <phantom_number_TN> is the switch terminal number (TN) administered for the phantom number.
- <call_routing_number> is the automated attendant number Lucent INTUITY system users dial to access the call routing feature. See the [Table 2-14](#) in [Chapter 2, “Planning for Switch Integration with Digital Station Interface”](#), for this number.
- <xxxx> is the value for the station control password (SCPW). The SCPW depends on the customer data block (CDB) setup, which sets the length of the SCPW. If necessary to determine this value, have the switch administrator see the Meridian switch documentation.

Configuring a Digital Phantom Extension

The switch administrator can configure a digital phantom extension by using overlay 11 and entering the commands below at the switch administration terminal.

```
LD11
REQ NEW
TYPE 2616
TN <phantom_number_TN>
DESC exp
CLS FNA FBA CFNA SFA
SCPW <xxxx>
KEY 0 SCR <call_routing_number>
LEU 1 CFW 16
```

where:

- <phantom_number_TN> is the switch terminal number (TN) administered for the phantom number.
- <xxxx> is the value for the station control password (SCPW). The SCPW depends on the customer data block (CDB) setup, which sets the length of the SCPW. If necessary to determine this value, have the switch administrator see the Meridian switch documentation.
- <call_routing_number> is the automated attendant number Lucent INTUITY system subscribers dial to access the call routing feature. See the [Table 2-14](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#), for this number.

Forwarding All Calls on the Phantom Extension

Ensure that the switch administration uses the Remote Call Forward feature on the Meridian 1 or Meridian SL-1 switch to forward all calls on the phantom extension to the Lucent INTUITY call routing number.

Configuring the Phantom Extensions for Call Routing

For every entry in the automated attendant menu that will be used to route calls to an external location, a phantom extension on the switch must be administered.

See [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#), for a list of the phantom extensions and the telephone numbers corresponding to the far-end locations.

Configuring Analog Phantom Extensions

The switch administrator can configure the analog phantom extensions for the automated attendant menu by using overlay 10 and entering the commands below at the switch administration terminal.

```
LD10  
REQ NEW  
TYPE 500  
TN <phantom_number_TN>  
DN <phantom_extension>  
CLS FNA FBA CFNA SFA  
FTR CFW 16 <external_location_number>
```

where:

- *<phantom_number_TN>* is the switch terminal number (TN) administered for the phantom number.
- *<phantom_extension>* is an analog extension number from [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).
- *<external_location_number>* is the telephone number mapped to the phantom extension from [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).

Configuring Digital Phantom Extensions

The switch administrator can configure the digital phantom extensions for the automated attendant menu by using overlay 11 and entering the commands below at the switch administration terminal.

```
LD11  
REQ NEW  
TYPE 2616  
TN <phantom_number_TN>  
CLS FNA FBA CFNA SFA  
KEY 0 SCR <phantom_extension>  
KEY 1 CFW 16 <external_location_number>
```

where:

- *<phantom_number_TN>* is the switch terminal number (TN) administered for the phantom number.
- *<phantom_extension>* is a digital extension number from [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).
- *<external_location_number>* is the telephone number mapped to the phantom extension from [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).

Required Lucent INTUITY Administration

The following procedures are required on the Lucent INTUITY system for the customer to use call routing to far-end locations on the network:

- [“Configuring the Call Routing Number as an Automated Attendant”](#)
- [“Recording a Greeting for the Call Routing Automated Attendant Mailbox”](#)

Configuring the Call Routing Number as an Automated Attendant

Use this procedure to configure the call routing number as an automated attendant extension number on the Lucent Intuity system:

1. Create a subscriber on the INTUITY AUDIX system with the extension number set to the call routing automated attendant mailbox number.
 - For the call routing number, see [Table 2-14](#) in [Chapter 2, “Planning for Switch Integration with Digital Station Interface”](#).
 - For the procedure to create the subscriber, see “Adding, Changing, and Removing Users” in the “Administration” section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:
 - *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 3
 - *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 3
2. Make the subscriber you created an automated attendant by using the Subscriber Automated Attendant Menu screens.

For the procedure to use the screens, see “Setting Up an Automated Attendant” in the “Administration” section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:

- *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 3
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 3

Observe the following guidelines:

- To make the subscriber an automated attendant, enter **auto-attendant** in the `PERMISSIONS`, `Type`: field on Page 2 of the screens.
- Configure the following fields on Page 3 of the screens as shown in the example in [Figure B-1](#) below.

- Allow Call Transfer?
- Button
- Extension
- Treatment
- Comment
- Length Of Time-Out On Initial Entry

For the **Button** fields, enter the digits in the Digit (Menu Choice) column of [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).

For the **Extension** fields, enter the phantom extensions from [Table 2-15](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).

Be sure to match each phantom extension number with the correct digit (button).

⇒ NOTE:

The example in [Figure B-1](#) shows extension numbers assigned for six far-end locations.

```

AUDIX           Active           Alarms: MmWA           Logins: 2
add subscriber newestest           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? n

Button  Extension  Treatment  Comment
  1:    0011      transfer
  2:    0012      transfer
  3:    0013      transfer
  4:    0014      transfer
  5:    0015      transfer
  6:    0016      transfer
  7:
  8:
  9:
  0:
Timeout:

Length Of Time-Out On Initial Entry : 2

Command Successfully Completed
enter command:
    
```

Figure B-1. Example of Field Entries for the Automated Attendant Subscriber Screen, Page 3

Recording a Greeting for the Call Routing Automated Attendant Mailbox

Use this procedure to create a greeting for the call routing automated attendant mailbox:

1. Record a greeting to be used for all calls to the call routing automated attendant mailbox.

The greeting must prompt the caller to press telephone keys to access the various far-end locations. The greeting typically is in the format of the following example:

“Welcome to call routing. Press 1 to reach Hong Kong. Press 2 to reach New York. Press 3 to reach Milan.”

2. Configure this greeting as the greeting for all calls to the call routing automated attendant mailbox.

For the procedure to record the greeting, see “Record an Automated Attendant Menu Greeting (No Multiple Personal Greetings)” in “Automated Attendants and Bulletin Boards,” in the “Administration” section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:

- *INTUITY Messaging Solutions Release 5 Documentation, 585-313-803, Issue 3*
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians, 585-313-807, Issue 3*

