

Dialplans




Calling rules need to be defined to perform outbound calls through the system.

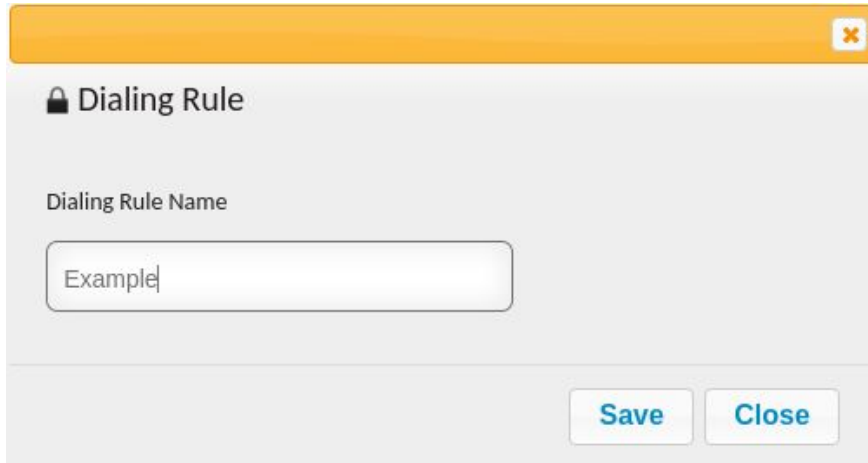
Adding a Dialplan

General Notes


- While calling rules are being defined, pay attention to the format of the phone number through which outbound calls will be made.
- While performing definitions, if a voice record is desired to be kept in the queue, the voice record checkbox should be marked.
- While the alias calling plan is being defined, in the checkmark alias box, write the first digit of the internal number defined for users inside the system in the field of the number to be called and save it.

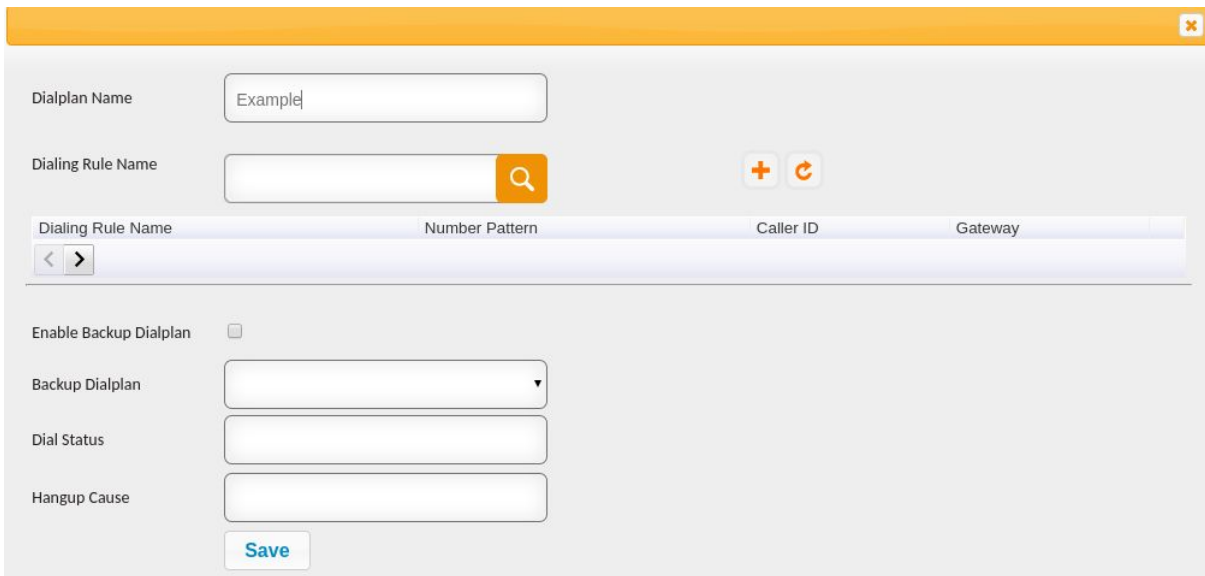
Note: The “Dialing Rule Name” input box is a mandatory field.

1. Click the “New” button,  , located in the top right corner of the screen. The following pop-up screen will appear as shown below, in the “Dialing Rule Name” input box, type the name of the dialing rule:




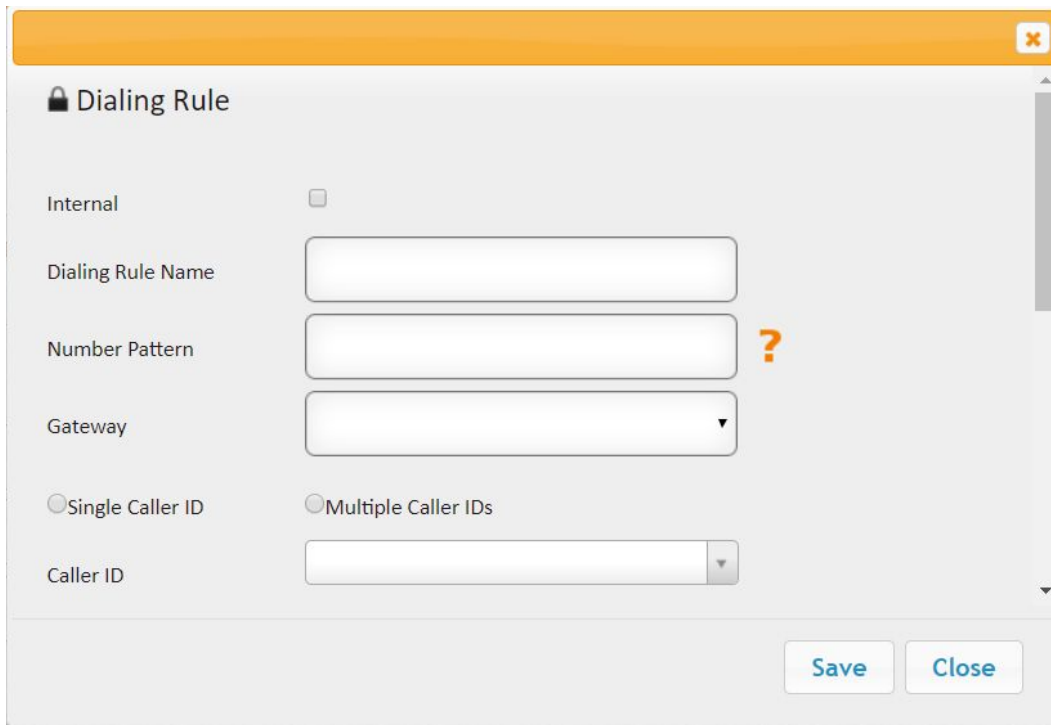
A pop-up window titled "Dialing Rule" with a close button in the top right corner. Inside, there is a label "Dialing Rule Name" above a text input field containing the word "Example". At the bottom right, there are two buttons: "Save" and "Close".

2. Once the preferred name is written, press the save button,  , the following pop-up box will appear:

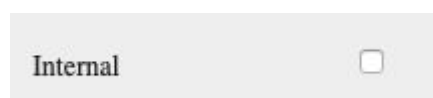


A main configuration window with a close button in the top right corner. It contains several fields: "Dialplan Name" with a text input field containing "Example"; "Dialing Rule Name" with a text input field and a search icon; a table with headers "Dialing Rule Name", "Number Pattern", "Caller ID", and "Gateway", and a row with navigation arrows; "Enable Backup Dialplan" with a checkbox; "Backup Dialplan" with a dropdown menu; "Dial Status" with a text input field; and "Hangup Cause" with a text input field. A "Save" button is at the bottom left.

- Click the New button, , located in the top right corner of the screen, next to the search button. The following pop-up screen will appear, as shown below:



- Check the following box to make a dialing rule for internal calls.




- Click the “Dialing Rule Name” input box, type the dialing rule name in the layout shown below:



-
6. Click the “Number Pattern” input box, type number of the pattern in the layout shown below:

Number Pattern ?

Number Pattern ?

7. For further information, click the question mark, , next to the input box of “number pattern,” then the following website screen will appear as explained on the next page:

Pattern Matching

Pattern matching allows us to create dial plan rule patterns in our dial plan that match more than one possible dialed number. Pattern matching is a time-saving measure. A rule in the dial plan can be created for the numbers that will be dialed.

Special Characters Used in Pattern Matching

Pattern matches always begin with an underscore. Within the pattern, we use various letters and characters to represent sets or ranges of numbers.

X matches any digit from 0-9

Z matches any digit from 1-9

N matches any digit from 2-9

[1237-9] matches any digit or letter in the brackets (in this example, 1,2,3,7,8,9)

[a-z] matches any lower case letter

[A-Z] matches any UPPER case letter

. wildcard, matches one or more characters

! wildcard, matches zero or more characters immediately

Examples

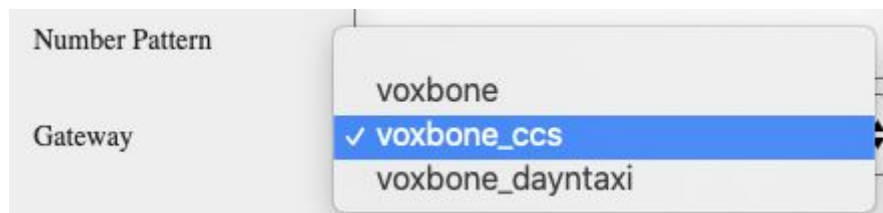
_33XX

_053XXXXXXXXX

_05X.

_0216X.

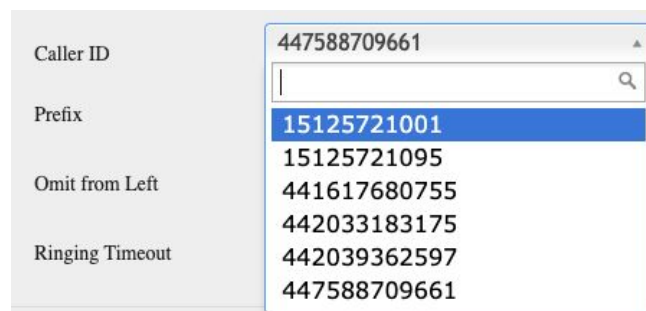
8. Click the “Gateway” section, choose the preferred one for choosing CRM as shown below:



9. Single or multiple caller ID options can be selected here. Only one selection can be made as shown below:



10. Click the desired caller ID, from the dropdown list, if down correctly the selection will look like the picture below:



11. Click the “Prefix” input box, type the preferred prefix.

12. This function is used for regulating the usage of numbers. For instance, if the number is 1 737 212 98 66 in the CRM and you type 1 to this section, the tenant will omit the first number from the left and call 737 212 98 66. If you type 0, then it will not omit anything. Click the “Omit from Left” input box, type the number of omissions from left in the layout shown below:

Omit from Left	<input type="text" value="0"/>
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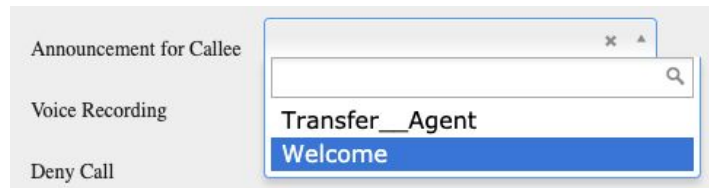
13. Click the “Ringing Timeout” input box, type duration of ringing timeout in seconds in the layout shown below:

Ringing Timeout	<input type="text" value="50"/>
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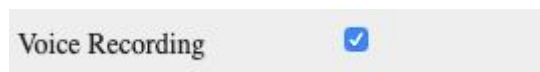
14. Call diversion is a telephony feature of some telephone switching systems, which redirects a telephone call to another destination where the desired called party is available. Click the desired “Diversion Code,” from the dropdown list, if down correctly the selection will look like the picture below:

Diversion Code	<input type="text" value="15125721095"/>
Announcement for Callee	15125721001
Voice Recording	15125721095
Deny Call	441617680755
	442033183175
	442039362597
	447588709661

15. Click the desired “Announcement for Callee,” from the dropdown list. An example list is shown below (Announcements can be added in the Announcement Section):



16. Check the following box to enable voice recording in the related dialing rule.



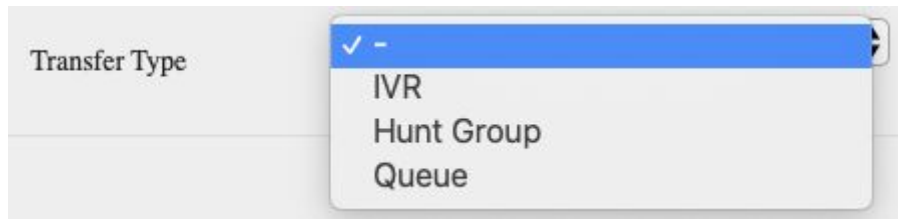
17. Check the following box to enable denying calls in the related dialing rule.




18. Click the desired “Location,” from the dropdown list, if down correctly the selection will look like the picture below:




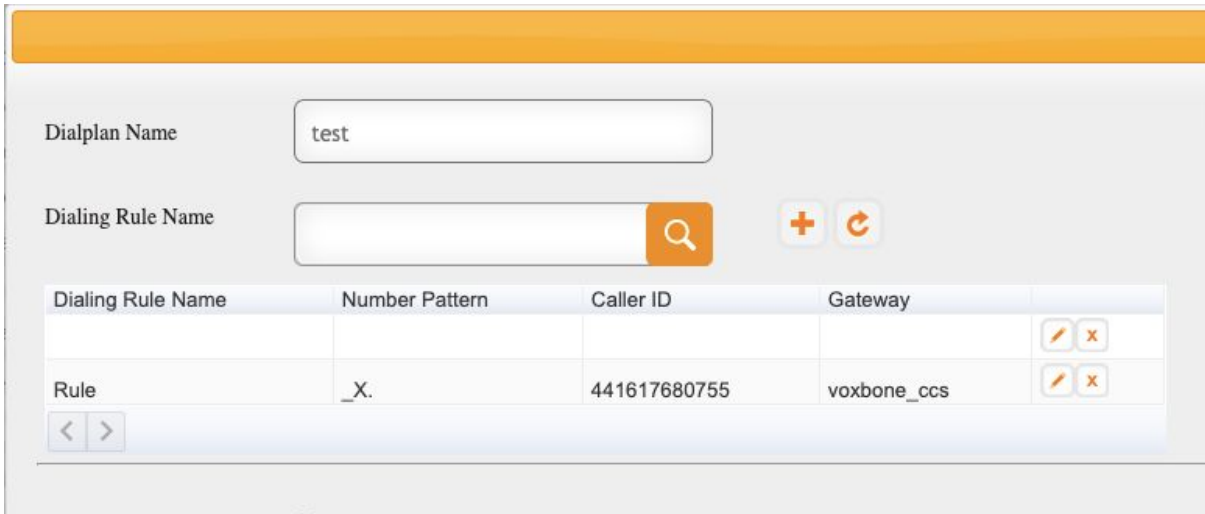
19. Click the desired “Transfer Type,” from the dropdown list, if down correctly the selection will look like the picture below:





20. After all the desired additions have been made, click the save button, , the following pop-up window will appear:



21. Click the Okay button, , the new dialing rule will be located in the list as seen below:

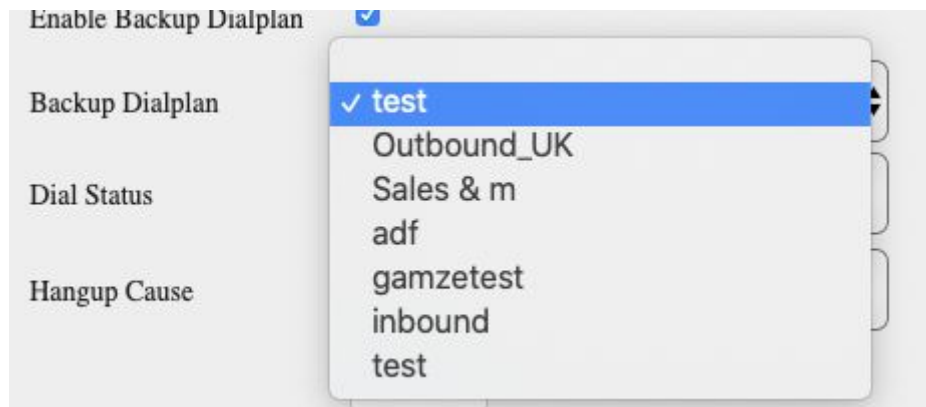


Dialing Rule Name	Number Pattern	Caller ID	Gateway	
Rule	_X.	441617680755	voxbone_ccs	 

22. Check the following box, to enable backup dialplan in the related dialing rule.

Enable Backup Dialplan ☒

23. Click the desired “Backup Plan,” from the dropdown list, an example list is shown below:




Enable Backup Dialplan ☒

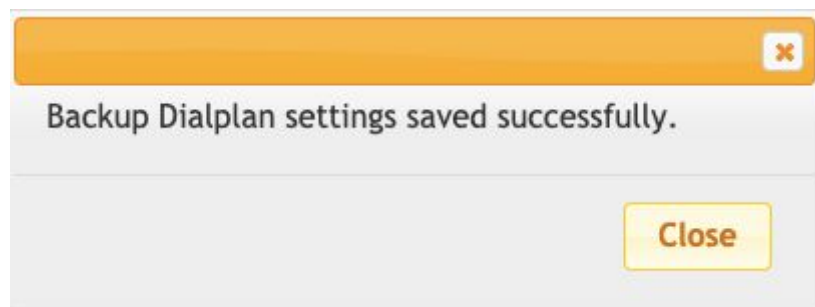
Backup Dialplan


- ✓ test
- Outbound_UK
- Sales & m
- adf
- gamzetest
- inbound
- test

24. The Dial Status is the condition to forward the call to the backup dialplan. These are statuses in writing that occurs in the operator tenant based on the call status. Click the “Dial Status” input box, type the preferred dial status.

25. The Hangup Cause is the condition to forward the call to the backup dialplan. It is a numeric value that occurs in the operator tenant, based on the call status. Click the “Hangup Cause” input box, type the preferred hangup cause.

26. After all the desired additions have been made, click the save button, , the following pop-up window will appear:



27. Click the Close button, , the Backup Dialplan will be located in the list as seen below:

Dialplan Name	
Dialplan Name ▲	Deleted
Outbound_UK	 
Sales & m	 
US	 
gamzetest	 
inbound	 
test	 
 	

Searching for a Dialing Rule

To facilitate ease in searching for dialing rules, the input box to the left of the “Add” button can be used to find dialing rules quickly, as shown below:



The screenshot shows the 'Dialing Rule Name' search bar with the text 'rule' entered. To the right of the search bar are two buttons: a plus sign (+) and a refresh button (circular arrow). Below the search bar is a table with the following columns: 'Dialing Rule Name', 'Number Pattern', 'Caller ID', and 'Gateway'. The table contains one row with the following data: 'Rule', 'X.', '441617680755', and 'voxbone ccs'. To the right of the table are two buttons: a pencil icon and an 'x' icon. Below the table are two navigation buttons: a left arrow (<) and a right arrow (>).

Dialing Rule Name	Number Pattern	Caller ID	Gateway
Rule	X.	441617680755	voxbone ccs

Refreshing the Dialing Rules Page

To refreshing the page, click the refresh button,



Editing a Dialplan

1. To edit a dialplan, click the “Edit” button, , located on the far right of the Dialplan Name as shown below:

After clicking the edit button, the dialplan pop-up window will appear as shown:

Dialplan Name

test

Dialing Rule Name

Dialing Rule Name	Number Pattern	Caller ID	Gateway	
				<div></div> <div></div>
Rule	_X.	441617680755	voxbone_ccs	<div></div> <div></div>

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Enable Backup Dialplan

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Backup Dialplan


Dial Status

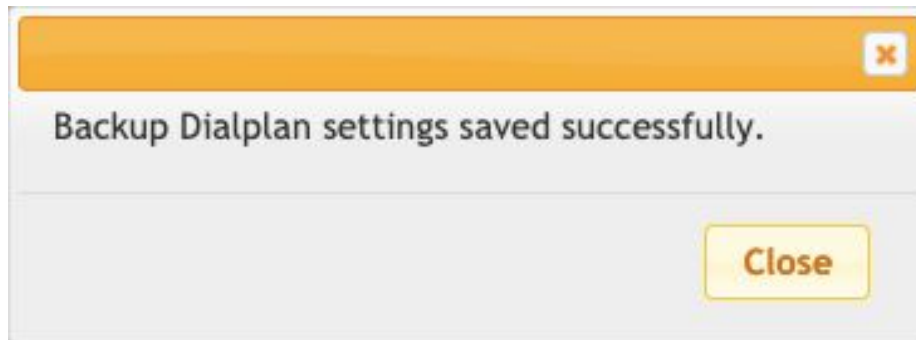
Hangup Cause

Save

2. Make changes as desired.

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3. Once the desired changes have been completed, the information can be saved by

clicking the save button, , the following pop-up box will appear:





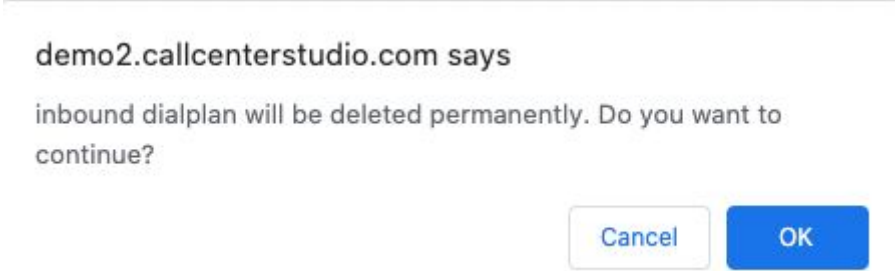
4. Click the “Close” button, , to confirm the changes.

Searching for a Dialplan Name


1. In the “Dialplan Name” input box, type the desired name or partial name of the desired dialplan.

Deleting a Dialplan

1. From the dialplan list, click the “Delete” button, , to the right of the “Edit” button, . When the delete button is clicked the following pop-up will appear:



demo2.callcenterstudio.com says
inbound dialplan will be deleted permanently. Do you want to continue?

- Select the cancel button, , to cancel the deletion.
- Select the OK button, , to confirm the deletion.

2. Confirm the deletion by clicking the OK button, .

The screen will reload, and the deleted webhook will not be shown.

Refreshing the Dialplan Page

To refreshing the page, click the refresh button, .