

Inbound Area Control

Area Description

You can use the Area control to define customised areas and distribute calls according to the area code or telephone number of the caller. This can be useful where the company wishes to route calls to the nearest regional office based on the callers' area code. An example might be if your company has regional offices in Scotland and England then all calls originating in Scotland could be routed to the Scottish office and all England and Wales originating calls could be routed to the England office.

If the call plan contains overlapping customer area definitions then the system will route to the branch that matches the largest number of digits. For example, in the simple example below an area code with the London prefix 02 and another with the inner London prefix of 0207 have been defined to have different call routing outcomes. If a call is received from a caller with telephone number 020712341234 then this will route to the branch called Inner Lon (0207) and hear the announcement played. If a caller with the telephone number 02035675678 calls then they will be routed to the destination. All other callers will be routed to the Default action which is to play the announcement called "Not Available".



Each custom area code defined in a control automatically becomes available to all call plans created for that number. For example, you may have defined your main call plan but then wish to build a separate disaster recovery plan. All the area codes you defined in the main plan will be available within the Area controls for your new plan.

The Areas defined are specific to the Inbound number and will not be available on other numbers that the company uses. That is, the area codes must be created for each Inbound number you build call plans for.

Area Tip

Always include a Default node to pick up any area codes that have not been defined.

Area Rules

If you wish to have a call queue route on to an Area control then this would be via the Call Queue Overflow or Call Queue Breakout nodes only.

You must always include an Area control of node type Default when Area controls are used. It may be possible for a call plan to exist without a default whilst editing. However, the call plan will not pass validation if a default is not present.

There can be only one default Area control within a sibling group, i.e. under the same parent.

You cannot add an Area control as a child of another Area control.

Area Input Fields and Buttons



Area control ?

Node name

Inner Lon 0207

Node type

Custom area ▼

Area list

London details

Area name *

+ Add

	Area name	
<input type="checkbox"/>	Central	
<input type="checkbox"/>	East & East Anglia	
<input checked="" type="checkbox"/>	London	
<input type="checkbox"/>	North East	
<input type="checkbox"/>	North West	
<input type="checkbox"/>	Northern Ireland	
<input type="checkbox"/>	Scotland	
<input type="checkbox"/>	South East	
<input type="checkbox"/>	South West	

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✓ Save

Cancel

Name	Type	Description
Name	Text input field	<p>Enter a meaningful name for the control to make the call plan more understandable.</p> <p>The maximum name length is 255 characters though only the first 16 will be visible on the icon when viewing the call plan.</p>
Node type	Drop down list	<p>Choose from Default or Custom Area</p> <p>Custom area If you select Custom Area then the fields described below become available to define your customised areas for originating calls.</p> <p>Default If you select Default then this control defines the path that all calls not specifically handled by other (Custom Area) Area controls will follow.</p>

Name	Type	Description
Area List	Tab	<p>List of selection tick boxes. Use the check boxes to select which areas you want to be associated to this control. Each Area control can be associated with multiple area names in the list,</p>
Area Name	Text input	Enter the name of an area here.
+Add	Button	Click the +Add button to add the area name entered in the Area Name field to the list of custom areas.
X Delete	Button	The X Delete button will delete the currently highlighted area name from the Area List.
Area Details	Tab	<p>When you highlight a custom area, a Details tab will appear next to the Area List tab. The Details tab name is based on the name of the area selected; for example, if the area selected is named London then the Details tab will have the name "London details".</p> <p>If you click on the Details tab then you will find an input box where you can enter the area code(s) associated to the area name. You may enter a number of different area codes to be associated to a single area name. For example you may wish to define the London area to include dial codes beginning with 0207, 0208 and 0203.</p>
Prefix	Display pane	The prefix pane displays the list of dial code prefixes that are associated to the area you highlighted in the Area List tab. For example, you might add the area codes 0203, 0207 & 0208 to define an area called London.
Dial code	Numeric input field	<p>Enter the dial code of the area into this field and then click on +Add to add it to the list of prefixes associated to the area name.</p> <p>The area code can be any UK or international dialling prefix with a minimum of one digit.</p>