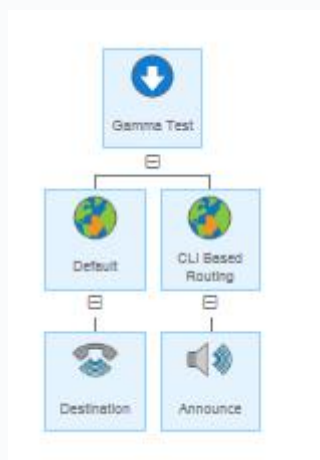


Inbound CLI Based Routing

CLI Based Routing Description

You can use the CBR control to distribute calls according to the presented telephone number of the caller. An example might be if your caller is recognised as a VIP in this case you can personalise or prioritise the calls routing through to an agent. Perhaps you wish to create a routing rule to deliver a call from an uploaded debtor list to your collections team. Any caller that has withheld their number will route via the default leg of the call to ensure compliance with regulations governing callers that have used the Number Withheld service.

For example, in the simple example below a CLI Based Routing List was uploaded containing one number, 0123456789 then a caller presenting this number would be routed using different call routing outcome to that of a Default action. In the example below the caller presenting 0123456789 would be routed down the CLI Based Routing leg and terminate on the Announcement node, all other callers will be routed to the Default action destination



Node Groups and CLI Lists

The CBR node has been designed to give you the flexibility to create different lists of CLIs based on the type of caller, these lists are called groups. For example you may want one group of caller CLIs for VIPs, and a second one for Debtors, both of which require a different type of routing.

1. Add the the node title 'CLI Based Routing' to your call plan. It cannot be added after a Destination node and cannot be nested.

2. Click on the node and you will see the following controls.

CLI Based Routing

Node name: CLI Based Routing

Node type: CLI Routing

Anonymous calls

CLI group list

CLI group name *

+ Add

CLI group name		
<input type="checkbox"/> testing1		

1 of 1

Items per page: 10

Save Cancel

1. Type a 'CLI group name' and click Add

2. Select the group that has been created and you will see another tab

3. By clicking on this new tab you will be able to enter and add CLIs for callers that should be in this list

CLI Based Routing

Node name: CLI Based Routing

Node type: CLI Routing

Anonymous calls

CLI group list: testing1 details

CLIs *

+ Add

CLIs	
01617991862	

1 of 1

Items per page: 10

Save Cancel

1. Back on the CLI group list you will find you can add and delete groups of CLIs by selecting them and clicking the Delete button.

2. A new group of CLIs for VIPs could be created in the same way.

1. Before saving a CLI Based Routing node you need to make sure the correct group is selected. You will also want to name your CLI Based Routing node something descriptive.

CLI Based Routing Rules

You must always include a CLI Based Routing control of node type Default when CLI Based Routing 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 CLI Based Routing control within a sibling group, i.e. under the same parent.

Withheld number will always follow the default route.

You cannot add a CLI Based Routing control as a child of another CLI Based Routing control.

CLI Based Routing Input - Fields and Buttons

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 CLI Routing or Default</p> <p>CLI Routing:</p> <p>If you select CLI Routing then the caller with a matching presentation number to one in the selected group will follow the defined path.</p> <p>Default:</p> <p>If you select Default then this control defines the path that all calls not specifically handled by the CLI Based Routing control will follow.</p> <p>NB Withheld numbers will follow the Default control</p>

CLI Based Routing

Node name

Node type

Anonymous calls

CLI group list

CLIs *

CLIs	
01617991882	

1 of 1

Items per page