

# Inbound Goto Features 1,2 and 3

## Goto (1) - GoTo Dialable Number

### What does it do?

It allows a caller to be routed from a call plan on one number, to a call plan on another number, i.e. 'goto' a call plan from another call plan.

### Why would you use it?

Reduces duplication and centralises management of complex call plans.

GoTo Dialable Number can be used where a business has multiple published numbers that customers can dial to be routed to a particular department or service.

### Call Flow Example:

In the example below, customers can dial the 'main number' or 'customer services number' to speak with customer service.

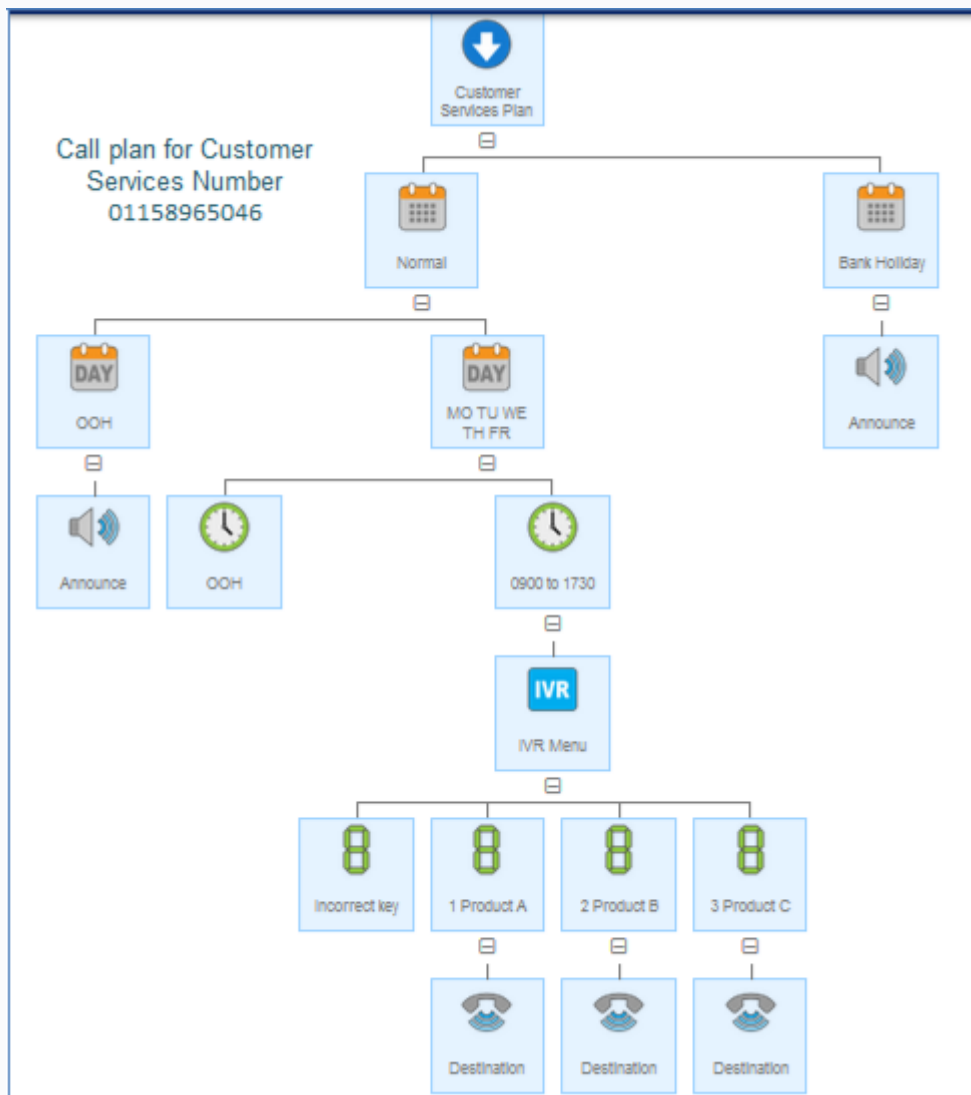
Inbound number 01158965046 (figure 1) is a direct number to speak to customer services. This number has a complex plan with an IVR.

Inbound number 03300582706 (figure 2) is the 'main number' for the same business. The call plan allows the caller to speak to various part of the business including customer service. But rather than repeating the IVR within the main number call plan, we simply use the goto feature (figure 3) to allow the caller to be routed the customer service plan.

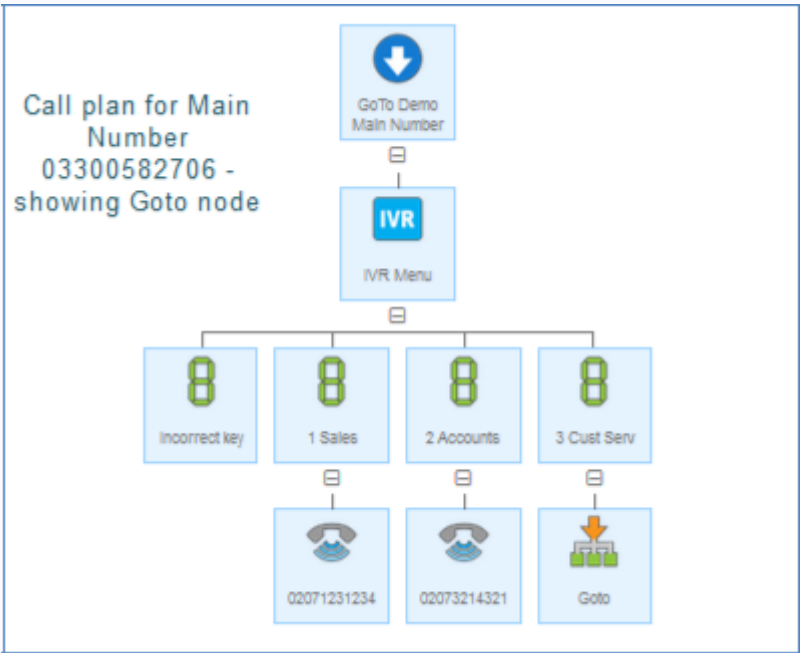
## Added Advantage

This approach allows the two plans to be managed independently as well as removing the requirement for the customer service routing to be managed in two places.

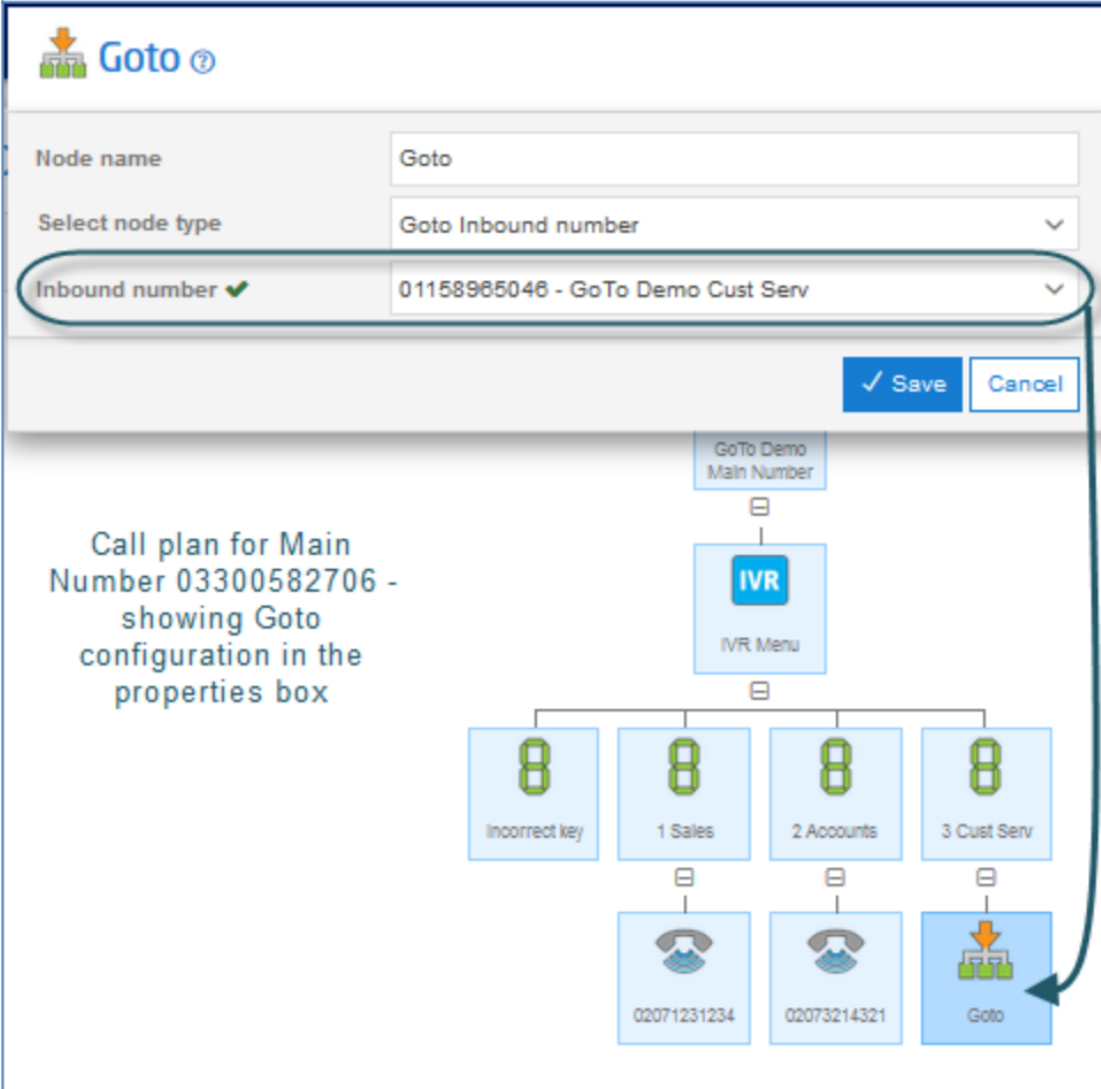
## Customer Services Call Plan



## Main Number Call Plan



## Goto Routing Configuration



The screenshot displays the configuration interface for a 'Goto' node. The 'Node name' is 'Goto'. The 'Select node type' dropdown is set to 'Goto Inbound number'. A red circle highlights the 'Inbound number' dropdown, which is set to '01158965046 - GoTo Demo Cust Serv'. Below the configuration box is a call plan diagram for the main number 03300582706. The diagram shows a hierarchy starting with 'GoTo Demo Main Number' leading to an 'IVR Menu'. The IVR Menu has four options: 'Incorrect key', '1 Sales', '2 Accounts', and '3 Cust Serv'. The '3 Cust Serv' option is selected and leads to a 'Goto' node, which is highlighted with a red circle and an arrow pointing from the configuration box above. The 'Goto' node is associated with the virtual number 01158965046.

Node name: Goto

Select node type: Goto Inbound number

Inbound number ✓: 01158965046 - GoTo Demo Cust Serv

Save Cancel

Call plan for Main Number 03300582706 - showing Goto configuration in the properties box

GoTo Demo Main Number

IVR Menu

Incorrect key, 1 Sales, 2 Accounts, 3 Cust Serv

02071231234, 02073214321, Goto

## Goto (2) - GoTo Virtual Number

### What does it do?

The Goto Virtual Number, provides the same functionality as the 'Dialable Number' except the Virtual Number is non dialable.

## Why would you use it?

To manage sections of very complex plans, typically with multi-level IVR's for various sections of the business independently.

Typically it would be used where a team or department does not have their own published or direct number, so are only reachable from a main or other number, and this department has complex routing and/or has a requirement to frequently update or edit their plans. It allows the Inbound customer to segregate access from main or other numbers, and still have respective teams manage their specific routing plans.

## Call Flow Example:

The call flow example could be the same as the Dialable Number, except the Inbound customer has to firstly create the Virtual Number. It should be noted that Virtual Numbers cannot be dialable so when creating Virtual Numbers the user is forced to start the number with a character. As in figure 4. Virtual Numbers are created on the Point my Number tab, under the Only Virtual Numbers section.

## Virtual Number example

**Inbound** company logo

## Point my number

Welcome to Point my number. Here you can create and main. Please select a number from the list below.

All Inbound numbers Only Virtual numbers

Search inbound numbers

Number	Description	Status
08719642372	Test Number_4 - CMD GRP 3	Active
08719642373	Test Number_4 - CMD GRP 3	Active
08719642374	Test Number_4 - CMD GRP 3	Active
08719642375	Test Number_4 - CMD GRP 3	Active
08719642376	Test Number_4 - CMD GRP 3	Active
08719642377	Test Number_4 - CMD GRP 3	Active
08719642378	Test Number_4 - CMD GRP 3	Active
08719642379	Test Number_4 - CMD GRP 3	Active
08719642380	Test Number_4 - CMD GRP 3	Active
AVN012341234	Engineering Team	Active

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## Goto (3) - Goto Destination by Dialed Number

### What does it do?

Again same functionality of Dialed and Virtual Numbers, except where the Inbound customer may want to have several Inbound numbers with Goto's to a single Dialable or Virtual Number, the Inbound customer can chose which final destination the caller should be routed to depending on what number the caller dialed.

## Why would you use it?

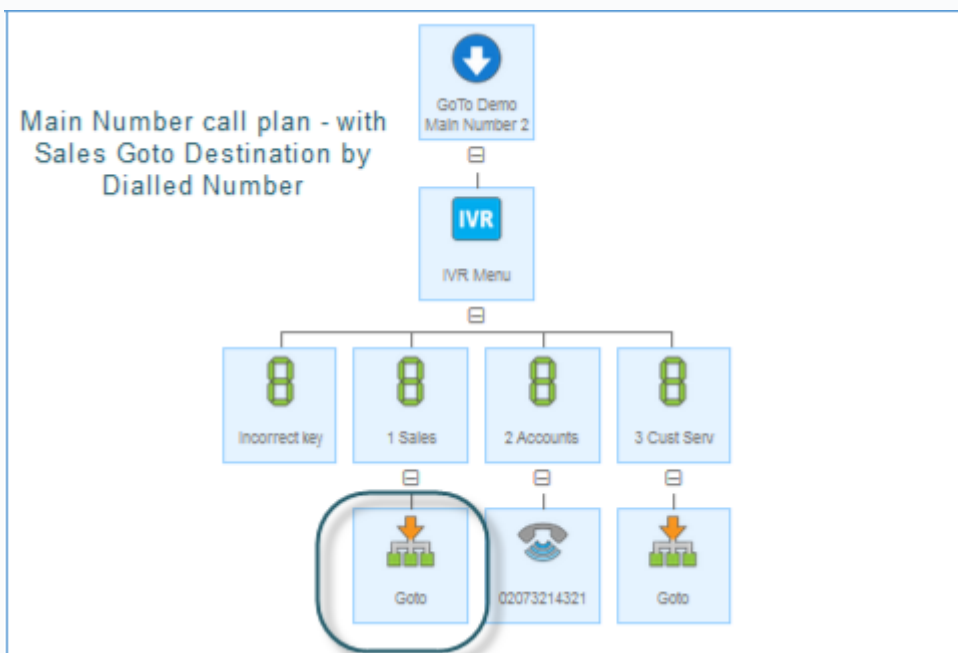
Again to reduce repetition in configuring and managing multiple call plans with complex routing.

This functionality suits Inbound customers that operate multiple brands and needs the caller answered by the team that services each brand. Or customers that have a need to publish multiple numbers for advertising, and want callers routed to a specific destination based on the called number, but manage it all in a single plan.

## Call Flow Example:

Firstly please note that, the Goto Destination based on Dialed Number is used in conjunction with the Alias feature (to group associated numbers together). Please refer to the specific documentation for further details on this feature.

Example: Customer X sells services under 4 brands; Standard, Red, Blue, and Green. They publish a different number for each brand, but the routing plan for each has the same config, but each brands customers are answered at different destination numbers.



Node name: Goto

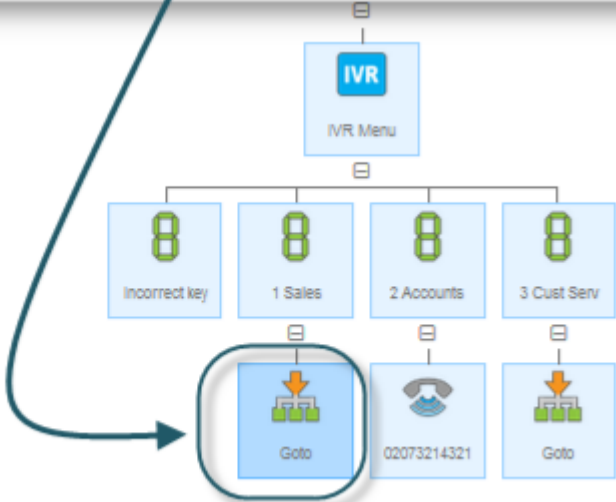
Select node type: Goto destination number based on dialed number

Default number: 01411231234

Alias number dialed goto: Goto Sales Grp1



Save Cancel

Goto Destination by Dialed Number - configuration



- Welcome
- Announcements
- Point my number
- Listen to my calls
- Voicemail
- Performance
- Advanced statistics
- Call queue
- Notifications
- Event history
- Reports
- User admin
- LCA limit
- Shared values
- Goto groups**

## Goto groups management

Description	Modified	Activated	In use	
Goto Sales Grp1	2018-01-23 17:02:32	2018-01-23 17:02:44	Yes, 2 call plans	 

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Here is where you create and manage a Goto Group for Goto Destination by Dialed Number.

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Clear. Creative. Communications.

Welcome

- Announcements
- Point my number
- Listen to my calls
- Voicemail
- Performance
- Advanced statistics
- Call queue
- Notifications
- Event history
- Reports

### Goto groups management

Description	Modified	Activated	In use
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Goto Group configuration - mapping Inbound numbers to destinations

#### Modify Goto group

Description ✓  
Goto Sales Grp1

+ Add

Number list ✓

Number	Destination	
01162168402	01231231234	
01162168403	01311231234	
01339720096	02079787992	

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Save Cancel



All Inbound numbers Only Virtual numbers

Search inbound numbers

Number	Description	Status	Aliases
01158965046	GoTo Demo Cust Serv	Active	No alias <a href="#">make primary</a> , <a href="#">make aliased</a>
01162168402	Sales Blue Brand	Aliased Active	Alias of 03300582706 <a href="#">change</a> , <a href="#">remove</a>
01162168403	Sales Green Brand	Aliased Active	Alias of 03300582706 <a href="#">change</a> , <a href="#">remove</a>
01339720096	Sales Red Brand	Aliased Active	Alias of 03300582706 <a href="#">change</a> , <a href="#">remove</a>
03300582706	GoTo Demo Main Number	Active	Has aliases <a href="#">change</a>