

Call Diverts

The Call Divert feature allows SIP Trunking channel partners to set up and manage their own call Diverts for both individual DDIs and entire number ranges. It can be used to selectively divert numbers on an 'ad-hoc' basis or divert the entire range during a service outage.

The feature is entirely under the direct control of the channel partner, accessed exclusively from the Gamma Portal and does not require any input from Gamma.

It is available to all existing SIP Trunking channel partners that currently manage their SIP Trunking endpoints via the Portal.

Please note:

Diverts are not instantaneous - activation/deactivation time may vary between a few minutes and half an hour depending on the number of telephone numbers requested and the current demands of the system

Each individual divert activation/deactivation is limited to a maximum of 150 numbers in a single process

Diverts cannot be activated or deactivated on the Gamma SIP Trunk Service Management if the service has SIP Trunk Call Manager, as amendments are made within the call plans.

If all numbers are diverted using portal functionality then this will activate all diverts to the destination number. Those without a destination number would not divert (i.e.: DDIs that don't have a pre-saved divert destination).

Activate / Deactivate Call Diverts

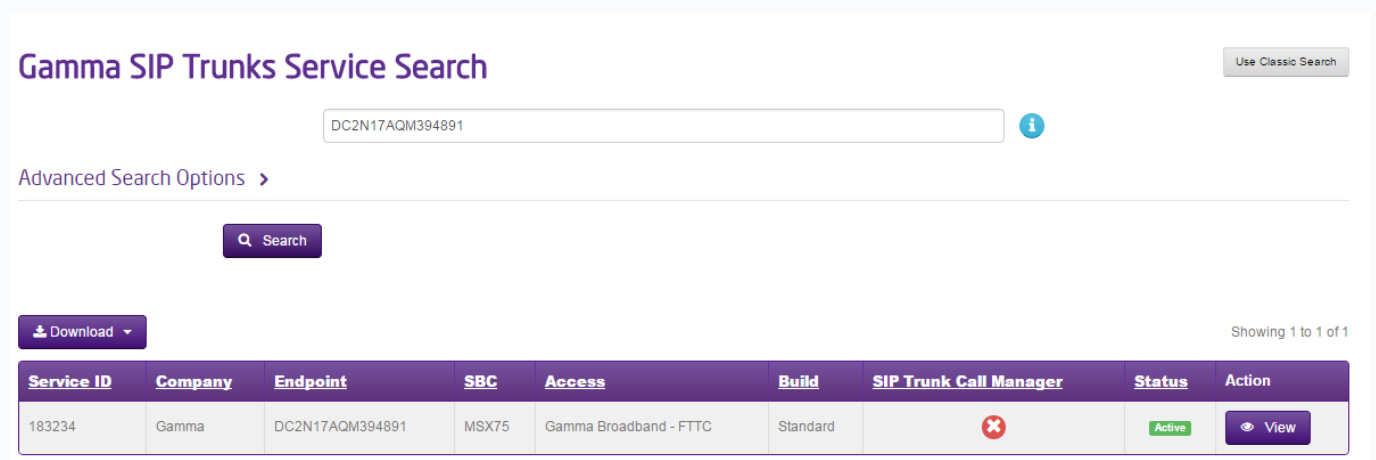
Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Gamma SIP Trunks” and “Service Management”.

If you don't have this option contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.

Step 2

Select the account that has the endpoint you wish to add/remove diverts for and click “View”.



Gamma SIP Trunks Service Search

Use Classic Search



DC2N17AQM394891

Advanced Search Options >

Search

Download

Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard		Active	 View

Step 3

Click on the “Numbers” tab and then the Edit button next to Call Diverts.

Gamma SIP Trunks Service ID: 175778

Summary

Channel Partner Account: XXXX - Gamma Test 1
Company: Gamma
Service ID: 175778
ITSM Number: -
Service Status: Order updated successfully
Endpoint: DC2N16GEM309711
Product Type: Gamma SIP Trunks
Build: Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Please select an action

Select *Request to Test Enhanced Build* to request to test this endpoint in an Enhanced configuration.

[Continue](#)

Service Details

Health Check | Service | **Numbers** | Customer | History

Numbers

Area Code	Range Start Number	Range End Number	Range DDI Quantity
Bridlington	01262411788	01262411789	2

[Edit](#)

Call Diverts

Call Divert Status: No Diverts Active

[Edit](#)

Step 4

Click on the “Numbers” tab and then the “Edit” button next to Call Diverts.

Gamma SIP Trunks Service ID: 175778

Summary

Channel Partner Account: XXXX - Gamma Test 1
Company: Gamma
Service ID: 175778
ITSM Number: -
Service Status: Order updated successfully
Endpoint: DC2N16GEM309711
Product Type: Gamma SIP Trunks
Build: Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Please select an action

Select *Request to Test Enhanced Build* to request to test this endpoint in an Enhanced configuration.

[Continue](#)

Service Details

Health Check | Service | **Numbers** | Customer | History

Numbers

Area Code	Range Start Number	Range End Number	Range DDI Quantity
Bridlington	01262411788	01262411789	2

[Edit](#)

Call Diverts

Call Divert Status: No Diverts Active

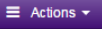
[Edit](#)

Step 5

Using the “Actions” drop down you can set up the divert for the entire range or single numbers.


Gamma SIP Trunks - Manage Call Diverts

Endpoint DC2N16GEM309711

Start Number	End Number	Quantity	Divert Number	#Diverts Active	Divert Action
01262411788	01262411789	2		0	 Actions ▾

[← Back to Order View](#)

Endpoint Control

 These controls apply to every number inside every range

 Activate All Diverts

 Deactivate All Diverts

Step 6

Click on the “Edit/Activate” button so you can enter the number to divert to for the range/single number.

Clicking Save will save the divert but not activate it. Clicking Activate will save and activate the divert to the number you’ve entered in “Number Divert”

Number - Edit Divert

Please note that international numbers can never be used as a divert
The following barring option(s) apply to the divert:

- Premium Barring enabled
- International Barring enabled

Number 01262411788

Number Divert
