

STCM Business Continuity

What is it?

The Business Continuity (BC) feature, allows a customer to have immediate control in a business continuity or disaster recovery scenario. The feature gives the customer the ability to invoke pre-built BC plans on multiple numbers, with a single action on the portal or even with the mobile app.

Each of the customers numbers can have its own unique BC plan, and these plans can be as simple (1 to 1 translation) or complex (messaging, IVR, hunt groups etc.) as required.

How Does it Work?

Example:

Under normal conditions the numbers will route to the pre-built day-to-day call plan, this will be the currently 'Active' call plan on the number.

Gamma SIP Trunk Call Manager
Clear. Creative. Communications.

Welcome | Announcements | **Point my number** | Voicemail | Performance | Advanced statistics | Call queue | Notifications | Event history | Reports

Point my number

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	SIP Endpoint	Site
01145537483	Site 1 Dept 1	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
01174409376	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
01997487066	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
02038468799	Mike Smith 4	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	

Active = BAU straight through the SIP Endpoint

I would then create an additional call plan for each number which routes calls to my desired BC destination:

SIP Trunk Call Manager | Mike Smith | Change p

Add new call plan

Call plan name ✓
My BC Plan 1 |

✓ Save Cancel

Call plan list for 011455374

Site 1 Dept 1

Call plans | Fragments clipboard

Search call plan

Name	Status	
BAU 1 SIP Trunk	Active	👁️ 📄

+ Add call plan














Build call plan for 01145537483

Site 1 Dept 1

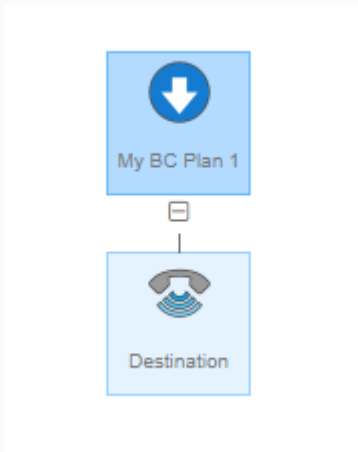
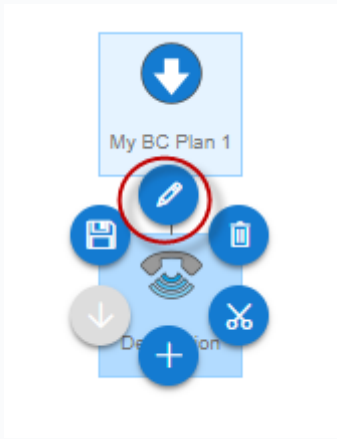
My BC Plan 1





Control Features



	Announce
	Area control
	Call queue
	Date control
	Datetime control
	Day control
	Daytime control
	Destination
	Distribution control
	Hunt group
	Shortcut
	SIP Trunk
	Time control

Cancel




 Destination 

Node name

Whisper  

Press 1 to connect

Number 

E-mail notification

E-mail TO

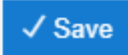

E-mail CC

On busy

On no answer

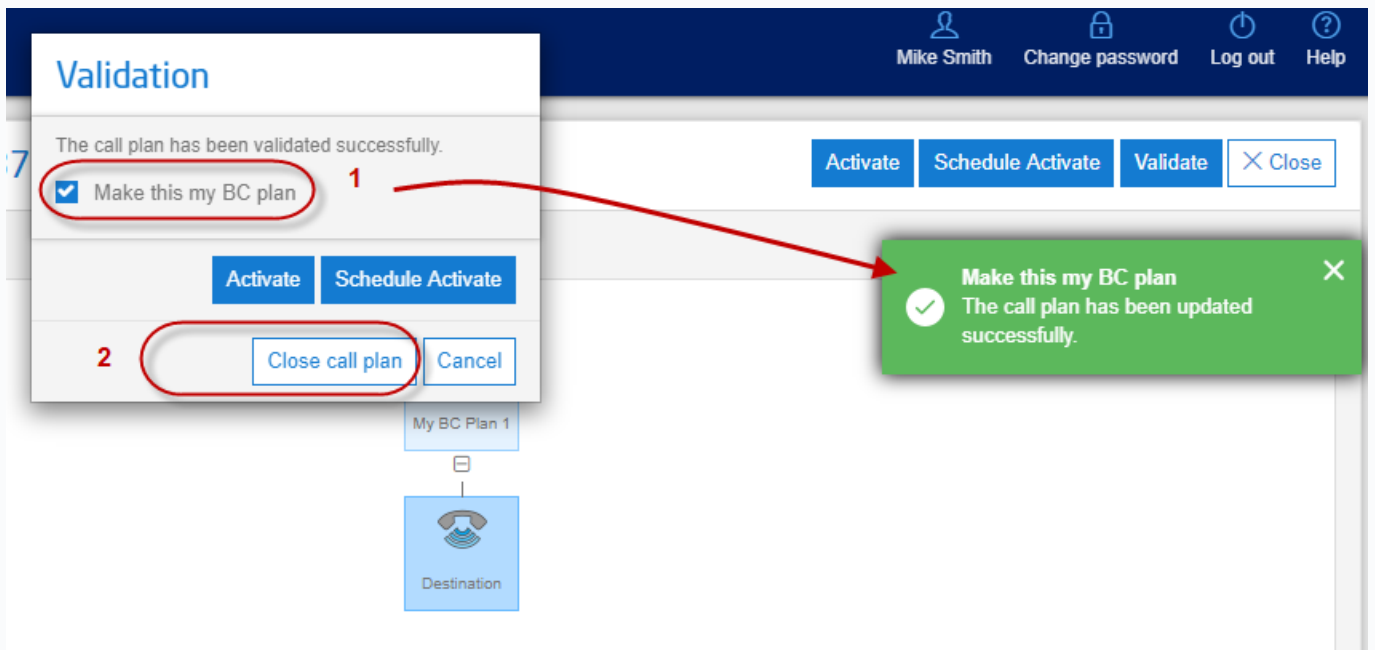
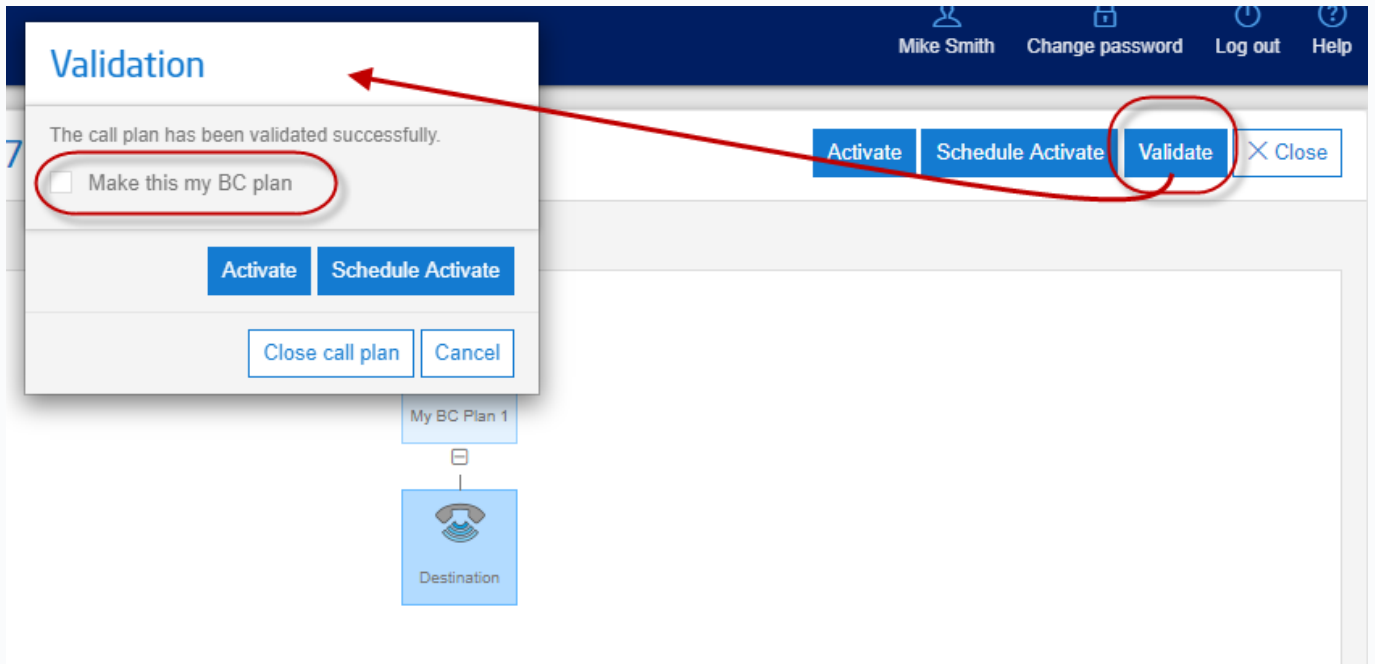
On answer

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with it's voicemail to email settings switched on will take precedence over the Inbound call plan routing.

Once complete and my plan, I select to validate my call plan.

Once my call plan has passed validation, I am presented with an option to 'Make this my BC plan'. To do this, I tick the relevant box as shown below, and then close the call plan:








My BC call plan will now appear in validated status, below my active call plan:

Call plan list for 01145537483 ?

Site 1 Dept 1

Call plans Fragments clipboard

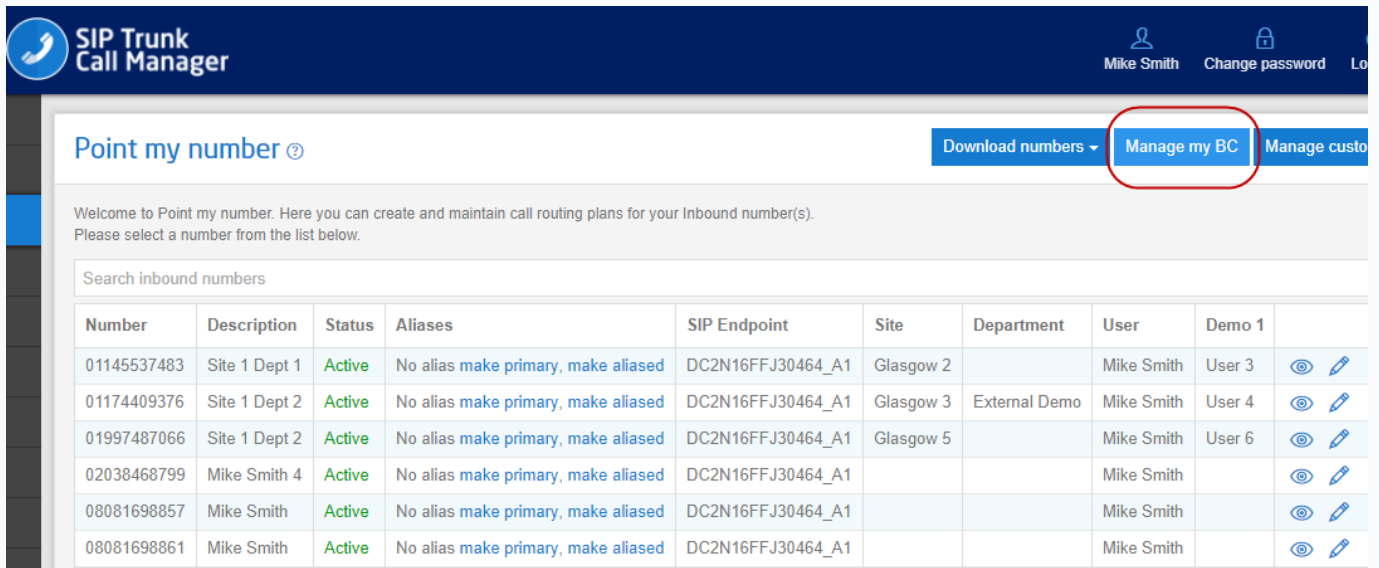
Search call plan

Name	Status	
BAU 1 SIP Trunk	Active	 
My BC Plan 1	BC-Validated	  

I would then follow the same steps for any other numbers that I wish to have a BC plan for.

How do I Invoke my BC Plan(s)?

First navigate to the 'Point my Number' homepage and select 'Manage my BC' as shown below:



SIP Trunk Call Manager













Mike Smith Change password Lo

Point my number ?

Download numbers Manage my BC Manage custo

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	SIP Endpoint	Site	Department	User	Demo 1	
01145537483	Site 1 Dept 1	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 2		Mike Smith	User 3	 
01174409376	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 3	External Demo	Mike Smith	User 4	 
01997487066	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 5		Mike Smith	User 6	 
02038468799	Mike Smith 4	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		 
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		 
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		 

You will then be asked to select which numbers you wish to invoke. Your options are:

All numbers. This will automatically select all the numbers on the account, to have their BC plan invoked.

Individually select numbers by clicking the checkbox next to it.

Search for specific numbers or a group of numbers by entering digits or text into the Find field. This field searches both the Description and any Custom Fields (if any have been created). You can then select the returned results. A %/percentage sign can be used as a wild card.

Once you have made your selection. Proceed by selecting 'Invoke BC' as shown below:

Manage my BC

ⓘ You cannot activate a Business Continuity plan on a number that is aliased. The aliased number will follow the call plan of its primary number and so the primary number Business Continuity plan should be activated instead.

Please select the number(s) you wish to activate on BC plan.

Select all numbers on this account

Select all numbers on this page **Unselect all numbers on this page**

Search inbound numbers Find

	Number	Description	Status
<input checked="" type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input checked="" type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	02038468799	Mike Smith 4	Active
<input type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

Invoke BC **Cancel**

Callout 1: You can use the 'Select all' option

Callout 2: You can search for specific or a group of numbers using numeric or alpha input

Callout 3: For this example I will use invoke these numbers

Select: Invoke BC

Provided there is a BC-validated plan available for each number selected, this action will invoke the pre-built BC plan for each of the STCM numbers selected. The BC plan will be active for the next incoming call to each of these numbers and their call plan status will be updated to 'BC-Active' as

shown below:

The screenshot shows the 'Point my number' interface. At the top, there are three buttons: 'Download numbers', 'Manage my BC', and 'Manage custom fields'. Below the buttons, a welcome message reads: 'Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.' A search bar labeled 'Search inbound numbers' is positioned above a table. The table has columns for Number, Description, Status, Aliases, SIP Endpoint, Site, Department, User, and Demo 1. The 'Status' column for the first four rows is highlighted in blue and labeled 'BC-Active'. A red circle highlights the 'BC-Active' status for the first row. A green notification box in the top right corner contains a checkmark and the text: 'Invoke BC The invoke action has been completed successfully.'

Number	Description	Status	Aliases	SIP Endpoint	Site	Department	User	Demo 1	
01145537483	Site 1 Dept 1	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 2		Mike Smith	User 3	👁 ✎
01174409376	Site 1 Dept 2	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 3	External Demo	Mike Smith	User 4	👁 ✎
01997487066	Site 1 Dept 2	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 5		Mike Smith	User 6	👁 ✎
02038468799	Mike Smith 4	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁 ✎
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁 ✎
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁 ✎

How to return to BAU

To return to BAU, you should navigate back the Point my Number screen, select Manage My BC again, make the relevant number selections. Then click 'Restore Last Active'.

This will then restore the selected numbers to the previously Active call plan.

Copying a BC Plan to Multiple Numbers

You can use the standard call plan copy feature to copy a BC plan to multiple other numbers in the account.

You will still need to access each number in question to put the plan into BC Validated status, the BC Validated status is not maintained when copied and there is no template or shortcut to do this currently.

Access BC plan you have just created:





Call plan list for 01145537483 ?

Site 1 Dept 1

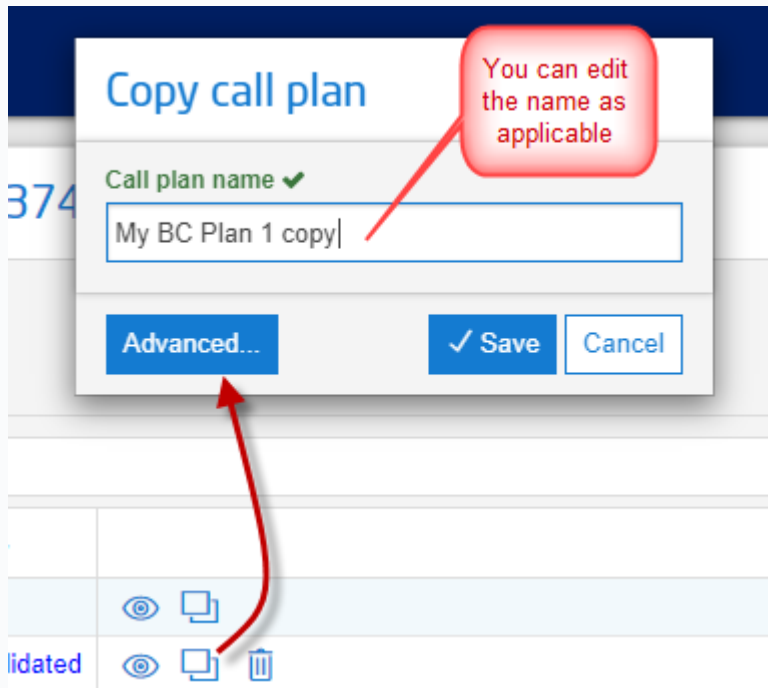
Call plans

Fragments clipboard

Search call plan

Name	Status	
BAU 1 SIP Trunk	Active	 Copy
My BC Plan 1	BC-Validated	  

Label the plan appropriately, and select Save:



Copy call plan

Call plan name ✓

My BC Plan 1 copy

Advanced... Save Cancel

You can edit the name as applicable

Select the Copy to this account option and click Proceed:

Choose account to copy to

Copy to this Inbound account

Copy to other Inbound account

Username ✓
mike58smith

Password ✓

✓ Proceed Cancel

Choose account to copy to

Copy to this Inbound account

✓ Proceed Cancel

Now you can select the number/s required. You can select:

- All numbers. This will automatically select all the numbers on the account, to have their BC plan invoked.
- Individually select numbers by clicking the checkbox next to it.

Search for specific numbers or a group of numbers by entering digits or text into the Find field. This field searches both the Description and any Custom Fields (if any have been created). You can then select the returned results. A %/percentage sign can be used as a wild card.

Advanced call plan copy

Please select the number to copy the call plan to

Select all numbers on this account

Select all numbers on this page Unselect all numbers on this page

Search inbound numbers Find

	Number	Description	Status
<input type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input type="checkbox"/>	02038468799	Mike Smith 4	Active
<input type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

<< < 1 of 1 > >> Items per page 10 ▾

Activate when copied

Save Cancel

Here you can use the 'Select all' option, but remember to de-select the number you are copying from

I have selected just a few in this example.

Once selected choose Save:

Advanced call plan copy

Please select the number to copy the call plan to

Select all numbers on this account

Select all numbers on this page

Unselect all numbers on this page

Search inbound numbers

Find

	Number	Description	Status
<input type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input checked="" type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	02038468799	Mike Smith 4	Active
<input checked="" type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

<< < 1 of 1 > >> Items per page 10

Activate when copied

DO NOT SELECT THIS
OPTION FOR THIS
SCENARIO

Save

Cancel

And Save again

Copy call plan

Call plan name ✓

My BC Plan 1

Advanced...

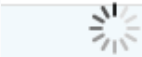
Save

Cancel

The call plan will now be copied to the selected numbers.

✕

My BC Plan 1
 The call plan has been copied successfully.



Make the Copied Plan Your BC Plan

You will now need to access each number you copied to and make the copied plan your BC plan

Access the number you copied to and find the plan you copied. It will be in a Validated status. Follow the below steps:













Call plan list for 01174409376 ?

Site 1 Dept 2

Call plans
Fragments clipboard

Name	Status	
BAU 1 SIP Trunk	Active	
10 Destination Template copy	Draft	
BAU Plan copy for JT play copy1	Draft	
BAU Plan copy for MB play copy	Draft	
CH Hunt Group 000010	Draft	
Hunt Group 510001	Draft	
My BC Plan 1	Validated	
Twin Plan	Validated	

Open the call plan:

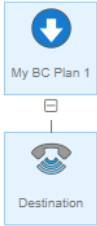
CH Hunt Group 000010	Draft	  
Hunt Group 510001	Draft	  
My BC Plan 1	Validated	  
Twin Plan	Validated	  

Now select Validate:

Build call plan for 01174409376 ?

Activate Schedule Activate **Validate**

Site 1 Dept 2



```
graph TD; A[My BC Plan 1] --> B[Destination];
```

The copied plan is now ready to use as your BC plan:

Validation


The call plan has been validated successfully.

Make this my BC plan

Activate Schedule Activate

Close call plan Cancel

My BC Plan 1



```
graph TD; A[My BC Plan 1] --> B[Destination];
```

Mike Smith Change password Log out Help

Activate Schedule Activate Validate **Close**

Make this my BC plan X

✓ The call plan has been updated successfully.

Repeat for the remaining numbers.