

STCM Diverts Guide

The Divert Features

The divert control can be used to divert calls in the event of receiving any of the following responses from the destination number:

- No answer (ring tone no reply),
- Busy/engaged
- Network error

No Answer

The divert on no answer will take effect according to the user-defined settings on the divert node. A choice between 5 and 60 seconds are available to be set as the 'wait time'. This selection determines how long the platform will continue ringing the destination number, before diverting the call.

Busy

The platform will detect where the destination line is busy and reroute the call to the user -define divert destination.

Network Error

A divert on network error, may be used to pre-define an alternative destination or routing if the preferred destination be unavailable due to a network error such as a line fault or a PBX fault.

It should be noted however that all the above divert conditions are dependent upon the Gamma network, receiving the appropriate Q.931 signalling protocol release code, from either; the destination network and/or the customers CPE.

It should also be understood that in a 'failure scenario' it is not always guaranteed that network equipment will perform as expected and provide the correct codes to the calling network.

If you are intending to use the divert on network error as part of your business continuity strategy, we recommend where possible you test the relevant scenarios with your CPE, to get an understanding of the interaction behaviour with your particular call plan.

SIP & PSTN Release Codes - to Invoke Divert on Network Error

The highlighted codes below are the SIP or PSTN events that will typically trigger the Divert on network error settings within STCM:

Default SIP Event to PSTN Cause Code Mapping		
SIP Event	PSTN Cause Code	Description
400 Bad request	127	Interworking, unspecified
401 Unauthorized	57	Bearer capability not authorized
402 Payment required	21	Call rejected
403 Forbidden	57	Bearer capability not authorized
404 Not found	1	Unallocated number
405 Method not allowed	127	Interworking, unspecified
406 Not acceptable		
407 Proxy authentication required	21	Call rejected
408 Request timeout	102	Recover on Expires timeout
409 Conflict	41	Temporary failure

410 Gone	1	Unallocated number
411 Length required	127	Interworking, unspecified
413 Request entity too long		
414 Request URI (URL) too long		
415 Unsupported media type	79	Service or option not implemented
420 Bad extension	127	Interworking, unspecified
480 Temporarily unavailable	18	No user response
481 Call leg does not exist	127	Interworking, unspecified
482 Loop detected		
483 Too many hops		
484 Address incomplete	28	Address incomplete
485 Address ambiguous	1	Unallocated number
486 Busy here	17	User busy
487 Request cancelled	127	Interworking, unspecified
488 Not acceptable here	127	Interworking, unspecified
500 Internal server error	41	Temporary failure
501 Not implemented	79	Service or option not implemented
502 Bad gateway	38	Network out of order
503 Service unavailable	63	Service or option unavailable
504 Gateway timeout	102	Recover on Expires timeout
505 Version not implemented	127	Interworking, unspecified
580 Precondition Failed	47	Resource unavailable, unspecified
600 Busy everywhere	17	User busy
603 Decline	21	Call rejected
604 Does not exist anywhere	1	Unallocated number
606 Not acceptable	58	Bearer capability not presently available