

# **STCM Limit Caller Admissions (LCA)**

## **Overview of the Limit Caller Admission Feature**

the Limit Caller Admission (LCA) facility enables an end user to limit incoming calls to a destination within a call plan and is ideal for protecting incoming call capacity to other numbers and services during a high-volume period of inbound calls.

As an example, if you if you have a 30-channel solution and under high call demand situations, you can restrict inbound call flows to a specific number, ensuring your full 30 Channel capacity is not utilised and ensuring you still have the capability to still make outgoing calls. You can restrict the number of concurrent calls that STCM will send to the destination.

### **30 Channel Scenario**

So, let's say we want to preserve a minimum of 8 channels at any time. We would set an LCA setting of 22.

In this scenario concurrent caller number 23, will receive a 'busy tone'. If you would prefer to do something else with excess callers, you can add a divert to the destination node, to route the caller to an announcement, another number or voicemail.

### **How to use LCA**

The screenshot shows the 'LCA limit' configuration page in the Gamma Inbound system. The left sidebar contains navigation options like 'Welcome', 'Announcements', 'Point my number', 'Listen to my calls', 'Voicemail', 'Performance', 'Advanced statistics', 'Call queue', 'Notifications', 'Event history', 'Reports', 'Administration', 'LCA limit', and 'Shared values'. The main content area is divided into two sections: 'Destination info' and 'Destination limits'.

**Destination info** section includes:

- Inbound number:** A dropdown menu with a checked 'Select all' checkbox.
- Destination:** A search field for destination numbers.
- Destination filter, where call plan status is:** A grid of checkboxes for 'Active', 'BC-Active', 'Validated', 'BC-Validated', and 'Draft', all of which are checked.
- Filter:** A button to apply the selected filters.
- Or type a destination \*:** A text input field.
- LCA:** A dropdown menu currently set to '1'.
- Buttons:** '+ Add' and 'Reset' buttons at the bottom.

**Destination limits** section includes a table with the following data:

Destination	Limit		
01212278460	999		
01231231234	4		
01232123123	8		
02031234321	4		

Below the table is a pagination control showing '1 of 1' items and an 'Items per page' dropdown set to '10'.

The LCA tab allows you to Limit Caller Admissions to an associated Destination number.

Select the number in question (de-select 'Select All', to choose a specific number).

This screenshot is identical to the one above, but with a red circle around the 'Select all' checkbox in the 'Inbound number' section, highlighting the step to unselect it to choose a specific number.

### Destination info ?

Show LCA status

Inbound number  Select all

Multiple number selection

01145537483 - Site 1 Dept 1

Destination

Search destination

Destination filter, where call plan status is

- Active
- BC-Active
- Validated
- BC-Validated
- Draft

Filter

Or type a destination \*

LCA

1

+ Add

Reset

### Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
07848444981	1		
01145537482 SIP Trunk	12		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per

Then select the Destination number required. For STCM numbers that are terminating to the SIP Trunk, select that option (as per below)

## Destination info ?

Show LCA status

Inbound number

Select all

Multiple number selection

01145537483 - Site 1 Dept 1

Destination

02030069910

Destination filter, where call plan status is

- Active
- BC-Active
- Validated
- BC-Validated
- Draft

Filter

Or type a destination ✓

02030069910

LCA

1

+ Add

Reset

Destination info ⓘ Show LCA status

Inbound number  Select all

Multiple number selection

01145537483 - Site 1 Dept 1

Destination

Search destination

- 03000323160
- 03000323161
- 03000323162
- 03000323163
- 03000510283
- 03000542054
- 03011231234
- 07894704080
- 07918561501
- 01145537483 SIP Trunk

3 of 3

+ Add Reset

Leave all the other options selected as is

**Destination info** ? Show LCA status

Inbound number  Select all

**Multiple number selection**

01145537483 - Site 1 Dept 1 ▼

Destination

01145537483 SIP Trunk ▼

Destination filter, where call plan status is

- Active
- BC-Active
- Validated
- BC-Validated
- Draft

Filter

Or type a destination ✓

01145537483 SIP Trunk

LCA

1 ▼ ▲

+ Add Reset

Set the required LCA Limit

## Destination info ? Show LCA status

Inbound number  Select all

**Multiple number selection**

01145537483 - Site 1 Dept 1

Destination  
01145537483 SIP Trunk

Destination filter, where call plan status is

Active  BC-Active  
 Validated  BC-Validated  
 Draft

Filter

Or type a destination ✓

01145537483 SIP Trunk

LCA  
22

+ Add Reset

Click Add. Your configuration will now be added to the table of numbers with limits set:

### Destination info ? Show LCA status

Inbound number  Select all

**Multiple number selection**

01145537483 - Site 1 Dept 1

Destination  
Search destination

Destination filter, where call plan status is

Active  BC-Active  
 Validated  BC-Validated  
 Draft

Filter

Or type a destination \*

LCA  
1

+ Add Reset

### Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
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01145537482 SIP Trunk	12		
01145537483 SIP Trunk	22		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per page 10

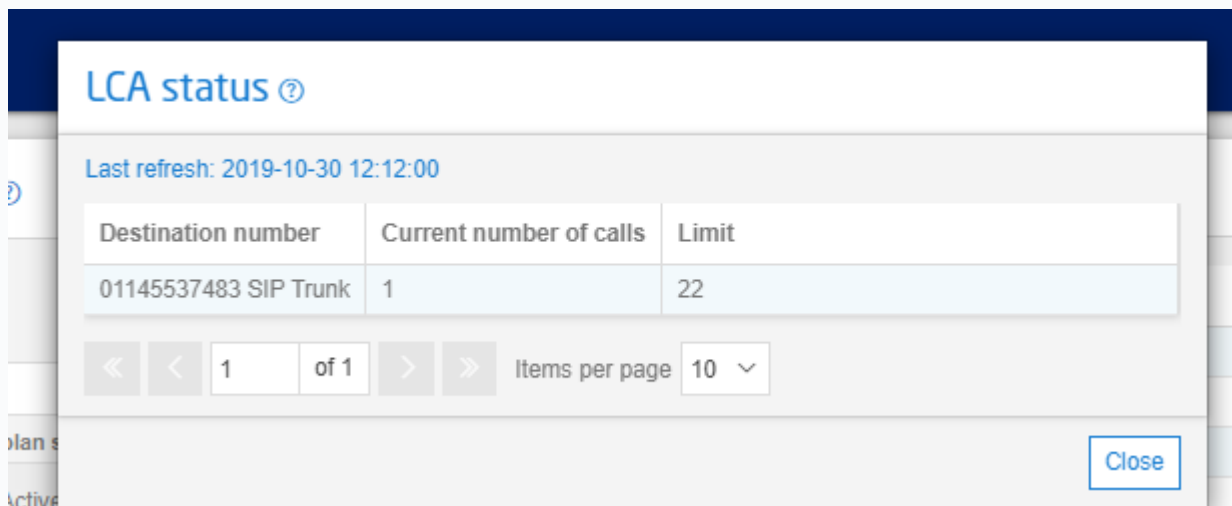
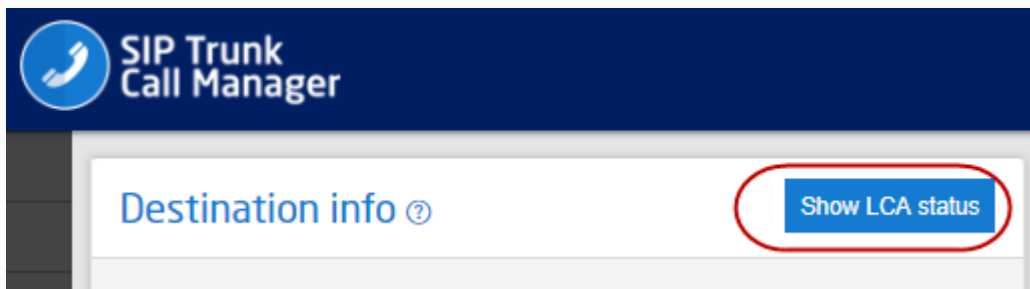
✓ 01145537483 SIP Trunk  
The LCA has been created successfully.

# Concurrent Limits

The maximum value that can be set is 999

## Show LCA Status

The Show LCA Status button will generate a new screen view that provides a real time view to monitor and show the number of calls associated to a destination number and the limit that has been set. The screen will automatically refresh every 15 seconds



## Increase or Decrease Current LCA Limit

You can increase or decrease the current LCA limit on any number at any point without interrupting

the service of dropping any calls.

Select the pencil/edit icon

**Destination info** Show LCA status

Inbound number  Select all

Destination  
Search destination

Destination filter, where call plan status is

- Active  BC-Active
- Validated  BC-Validated
- Draft

Or type a destination \*

LCA  
1

**Destination limits**

Destination	Limit		
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02038057497	10		
07848444981	1		
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01145537483 SIP Trunk	22		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per page 10

**Destination info** Show LCA status

Inbound number  Select all

Destination  
Search destination

Destination filter, where call plan status is

- Active  BC-Active
- Validated  BC-Validated
- Draft

Or type a destination ✓

01145537483 SIP Trunk

LCA  
23

**Destination limits**

Destination	Limit		
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01702465071	50		
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02038057497	10		
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01145537483 SIP Trunk	22		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per page

Change the LCA value and Save. The new limit will be applied and affect the next caller. If you decrease the limit any current callers will not be unaffected:

The screenshot displays a web interface with two main panels. The left panel, titled 'Destination info', includes a 'Show LCA status' button, an 'Inbound number' field with a 'Select all' checkbox, a 'Destination' search dropdown, a 'Destination filter' section with checkboxes for 'Active', 'Validated', 'Draft', 'BC-Active', and 'BC-Validated', a 'Filter' button, an 'Or type a destination' search field, an 'LCA' input field with a value of '1', and '+ Add' and 'Reset' buttons. The right panel, titled 'Destination limits', contains a table with columns for 'Destination', 'Limit', and action icons. The table lists several destinations, with the entry '01145537483 SIP Trunk' and its limit of '23' circled in red. Below the table is a pagination control showing '1 of 1' items per page.

Destination	Limit	
01234567890	4	
01702465071	50	
02030069919	6	
02038057497	10	
07848444981	1	
01145537482 SIP Trunk	12	
01145537483 SIP Trunk	23	
02038057495 SIP Trunk	40	

## Using LCA with a Call Queue

If you wish to use the LCA feature in conjunction with a call queue, please see the 'Call Queue Settings and Behaviour' document for a guide of how this should be set up.