

Call Management System

Reroute

Call Management System

Contact Details

If you have any queries regarding the content of this document please contact the Customer Service Advisor.

Issue Details

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Call Management System

Reroute Guide

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Introduction

Call Management System is used to manage non-geographic numbers and services on the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms.

Reroute within Call Management System

The Reroute service allows users to change single NTS translation destination numbers via an IVR management service. The caller must dial into the management service and enter the number of the service they want to modify, followed by a secure PIN to be able to access the translation details for the service.

Reroute is provisioned via the callmanagement.co.uk portal website and can be applied to multiple services at once as a bulk task. The portal interface also allows the user to view the reroute service ID, view and modify the PIN and disable the service.

Compatible Service Types

The revised version of Reroute will provision standard services with the option of up to ten additional diverts. Should a divert be added to the service via Reroute, then the previous translation will default to a ring time of 15 seconds, in line with the existing service set up on Call Management System. Otherwise, the ring time will remain 'not set' and ring for the maximum allowed time.

Service Set up

The Reroute service is provisioned to the Inbound Service within Inbound Service Management on the portal. A single service, or multiple services can be searched for and then Reroute is applied using the Service tasks on the right-hand pane of the screen. If applying Reroute to multiple services then a confirmation grid is presented to the user, detailing all the Reroute IDs and PINs. These can be exported to excel using the export controls on the data table.

Search for Services

Inbound Service Management



<input type="checkbox"/>	ID	Description	Agent	Type	State	Connected Numbers
<input type="checkbox"/>	View 37644	Chris test	Core	Standard Service	Active	1
<input type="checkbox"/>	View 139226	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
<input type="checkbox"/>	View 250127	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
<input type="checkbox"/>	View 56009	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	0
<input type="checkbox"/>	View 36752	Real time stats test service	Core	Standard Service	Active	0

Records per Page: 5 Total Records: 26 Page 1 of 6

Service Tasks

- Enable Reroute
- Disable Reroute

[Refine Search](#)

Tick the required services and select “Enable Reroute” from the Service Tasks



<input type="checkbox"/>	ID	Description	Agent	Type	State	Connected Numbers
<input checked="" type="checkbox"/>	View 37644	Chris test	Core	Standard Service	Active	1
<input checked="" type="checkbox"/>	View 139226	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
<input checked="" type="checkbox"/>	View 250127	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	1
<input type="checkbox"/>	View 56009	Jon Best test bulk provisioning	Tester Agent	Standard Service	Active	0
<input type="checkbox"/>	View 36752	Real time stats test service	Core	Standard Service	Active	0

Total Records: 26 Page 1 of 6
Records per Page: 5 1 Go

Service Tasks

- Enable Reroute
- Disable Reroute

[Refine Search](#)

Confirm by clicking the Enable button



Enable Reroute
Enable reroute on the following services:

ID	Description	Type
37644	Chris test	Standard Service
139226	Jon Best test bulk provisioning	Standard Service
250127	Jon Best test bulk provisioning	Standard Service

Total Records: 3 Page 1 of 1
Records per Page: 20 1 Go

Service Tasks

- Enable Reroute
- Disable Reroute

The Reroute IDs and PINs are displayed and can be exported using the export button



Enable Reroute
Reroute was successfully enabled. The following Reroute IDs and PINs were generated.

ID	Description	Type	Reroute ID	PIN
37644	Chris test	Standard Service	100071	6224
139226	Jon Best test bulk provisioning	Standard Service	100073	6373
250127	Jon Best test bulk provisioning	Standard Service	100075	6835

Total Records: 3 Page 1 of 1
Records per Page: 20 1 Go

Service Tasks

- Enable Reroute
- Disable Reroute

PIN Generation

When Reroute is first provisioned to the service a random 4 digit numerical PIN is generated between 0 and 9. The following combinations of PIN will not be generated:

Consecutive numbers (i.e. 1234, 5678)

Same numbers (i.e. 0000, 9999)

2580 (this is commonly used as it is the only four digits arranged vertically on most phone keypads).

Modify PIN

The PIN can be simply modified by searching for the service and selecting “Reroute” from the service tasks. This will display the Reroute ID and PIN for the service and allow the user to Modify the PIN or disable Reroute. Please note that Reroute PINs can take up to one minute to update on the systems however the User Interface has been designed to present the new PIN regardless as to whether it has been updated or not.

Inbound Service Management

The screenshot shows the 'Inbound Service Management' interface. At the top, there is a header 'Inbound Service (ID:37644)'. Below this is a table with the following data:

Description	Chris test	Type	Standard Service
State	Active	Agent	Core
Created	31 Aug 2007 11:11:03	Last Updated	05 Oct 2007 15:52:09

Below the table is a 'Disable Reroute' dialog box. It contains a table with the following data:

Reroute ID	PIN	Access Description
100071	6224	Allows users to modify the service.

There are 'Modify PIN', 'Disable', and 'Cancel' buttons in the dialog. To the right of the dialog is a 'Service Tasks' menu with the following options: View Service, View Connected Numbers, View Reports, View Accounts, Edit Service Information, Modify Service, Reroute, Connect Service, Disconnect Service, Clone Service, and Delete Service.

The Advanced Search section of Inbound Service Management has been amended to include a filter for Reroute so the user can search for enabled or disabled reroute services. If the user selects an incompatible service to filter by in the advanced search section, then the reroute options will be hidden.

Inbound Service Management

The screenshot shows the 'Advanced Search' section of the 'Inbound Service Management' interface. It features a 'Search Services' form with the following fields and options:

- Service Description: Text input field
- Connected Number: Text input field
- Terminating Number: Text input field
- Agent: Dropdown menu (None selected)
- State: Dropdown menu (None selected)
- Service Type: Dropdown menu (Standard Service selected)
- Replay: Dropdown menu (None selected)
- Reroute: Dropdown menu (None selected)
- Connected: Dropdown menu (None, Enabled, Disabled) with 'Enabled' selected

There is a 'Search' button and a link to 'Simple Search' at the bottom.

Branding

All resellers will access the service via a single management number and the service will be generic. The service is required to be branded if a customer requires it to be. Branded

services will require the customer to access the service via a different management number and the prompts will reflect their own brand.

Management Service

The Management Service is accessed via the following number **0844 815 4825** and the user will be welcomed and given instructions to enter their service ID or NGN.

Menu Option 1 – Review Destination

- Used to change primary termination number
- A new service is created when the primary destination is changed via connected number. The old service is not deleted. The new service will have a new reroute ID number but retain the same PIN as the previous service
- The existing service is **modified** when the primary destination is changed via service ID
- The user must return to the main menu by pressing * and select menu option 3 to update the service and make the changes live. On hold music may be heard temporarily whilst the service is being updated

Menu Option 2 – Review Diverts

- Used to review or modify diverts for a service
- New diverts can be added from the first menu option
- New diverts will be added to the end of the existing list of diverts
- User can review diverts by listening to each one read out in order
- At any stage the user can remove the divert which has just been read out by following the prompt
- A new service is created when the diverts are changed via connected number. The old service is not deleted. The new service will have a new reroute ID number but retain the same PIN as the previous service
- The existing service is **modified** when the diverts are changed via service ID
- The user must return to the main menu by pressing * and select menu option 3 to update the service and make the changes live. On hold music may be heard temporarily whilst the service is being updated

Menu Option 3 – Update Service

- Submits all changes made to the IN
- The 'on hold' music will be played briefly whilst changes are submitted
- Confirmation of success is given to the user

Menu Option 9 – Change PIN

- Used to change the PIN
- User is asked to enter the new PIN and confirm by re-entering the same PIN
- A validation check is made to ensure the user entered the same PIN twice before accepting
- Any combination of 4 digits is accepted as a valid PIN change
- User receives confirmation message that PIN has been changed successfully

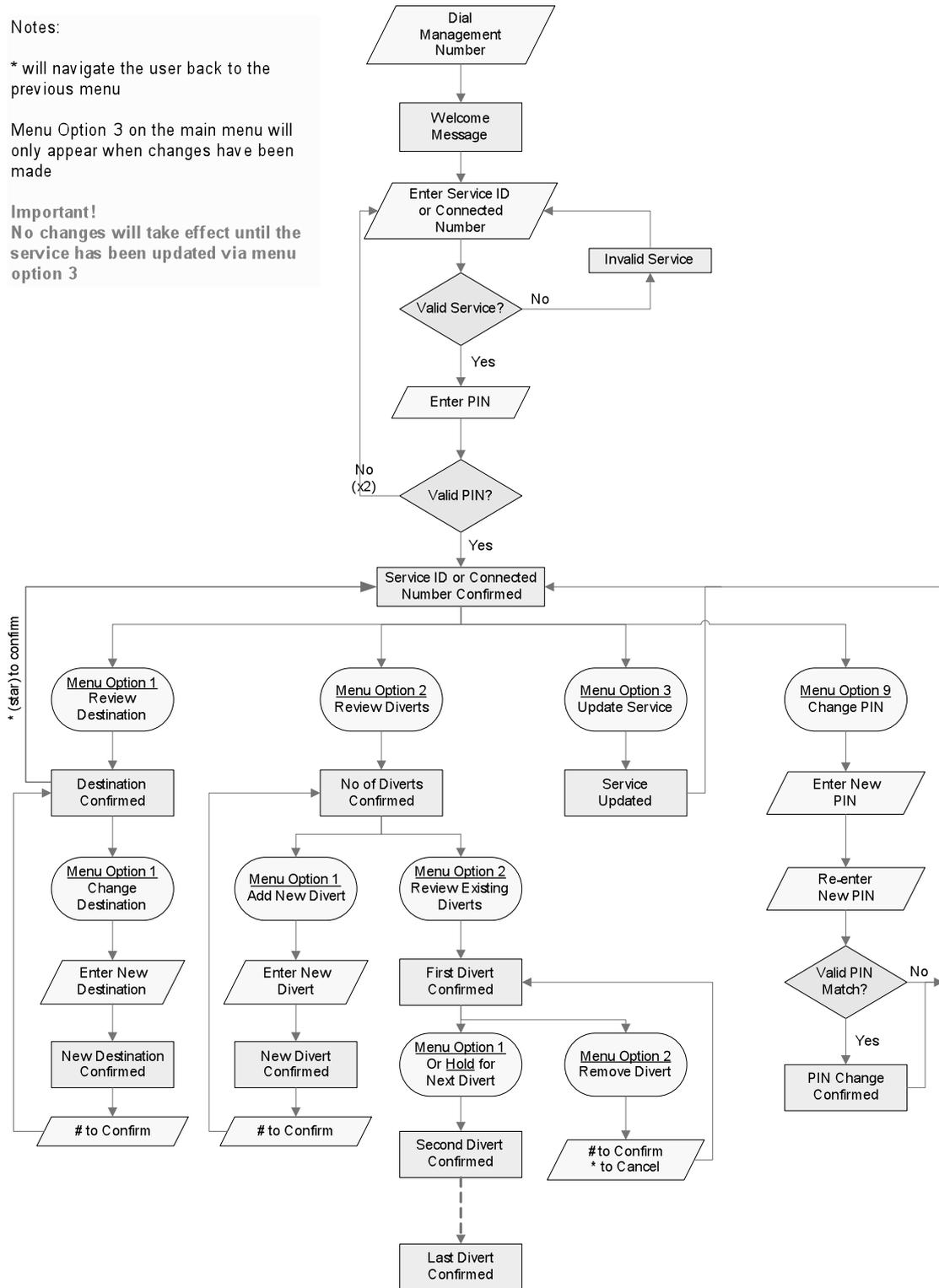
Call Flow

Notes:

* will navigate the user back to the previous menu

Menu Option 3 on the main menu will only appear when changes have been made

Important!
No changes will take effect until the service has been updated via menu option 3



Barring

Call Management System and IVR barring rules will be aligned so that a user will only be allowed to enter valid destinations for the following:

- UK National & Islands
- Mobile
- International
- Paging

Key Features

- Simple provisioning methods for bulk requests
- PIN changes via portal or IVR Management Service
- User can choose up to 10 diverts
- Changes can be checked on the web interface
- Unbranded so can be made available to all Resellers