



Custom Call Routing

About Custom Call Routing

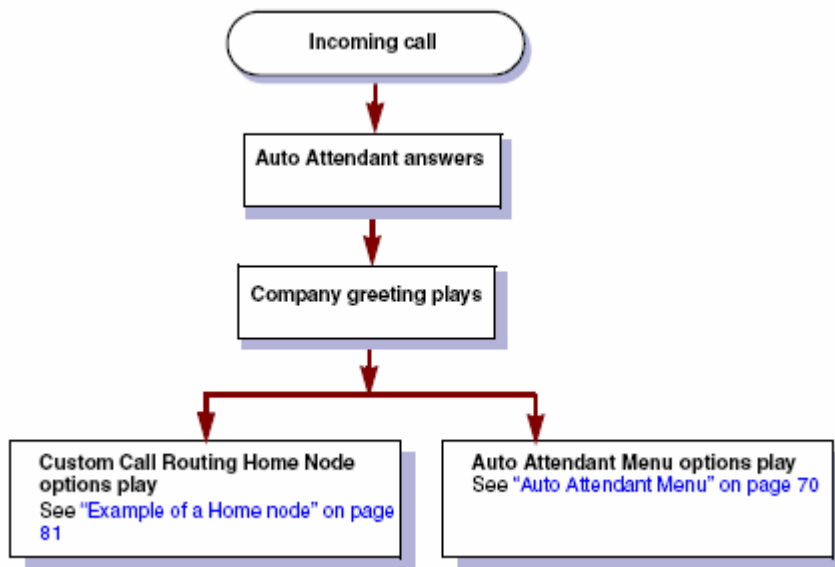
With Custom Call Routing (CCR) you can replace Auto Attendant menus with a CCR Tree that offers callers more choices. Callers who reach a CCR Tree hear the CCR Home node immediately

after the Company Greeting.

CCR Trees contain paths that callers navigate using their telephone dialpad. By selecting an option

from the prompts callers can:

- hear an Information message
- leave a message in a mailbox
- transfer to an extension, a paging system or an external number
- have their call parked and a page generated
- go to a sub-menu



To Make Changes to a Current CCR Tree

- 1 Disable the CCR Tree
- 2 Make and save your changes
- 3 Assign the CCR Tree back in the Table

Disabling a CCR Tree

Before you make any changes to a CCR Tree, remove any references to the CCR Tree from the Greeting Tables and the CLID Routing Table to ensure service is not disrupted.

To remove references to a CCR Tree from a Greeting Table

- 1** Click the **Auto-Attendant** heading.
- 2** Click the **Greeting Tables** link.
- 3** Click the **Change** link for the Greeting Table that uses the CCR Tree that you want to disable. The Greeting Table Setup page appears.
- 4** For each time of day, remove the CCR Tree you want to disable by choosing another CCR Tree number or **None** from the **CCR Tree** list box.
- 5** Click the **Submit** button.

To change a Home menu node

- 1** Click the **Custom Call Routing** heading.
The CCR Tree Administration page appears.
- 2** Click the **Change** link for the CCR Tree you want to change.
The CCR Tree page appears.
- 3** Press **Change** next to the Home Menu.
- 4** In the **Caption** box, type a caption name, such as *List of options*, if the Home node is a menu.
- 5** To record the Home node primary and alternate prompts or select previously recorded prompts, click the **Voice** button.
- 6** In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt.
For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number. For a telephone number that is not a local extension, the number you dial must use a destination code.
- 7** Click the **Dial** button. The telephone rings.
- 8** Pick up the handset or use a headset. Do not use Handsfree. Click the **Record** button. After the tone, record your greeting or prompt.
- 9** After you finish recording, click the **Stop** button.

10 To listen to the recording, click the **Play** button
Or to save the recording, click the **Save** button. Your recording will not be saved if you hang up the telephone before you click the Save button.

11 Click the **Submit** button.

Note:

****If you change the numbered options in your recording, make sure you change the destination of each number key so that when the caller presses a number, they are transferred to the correct location.**

Assigning a CCR Tree to a Greeting Table

Before incoming callers can access a CCR Tree, you must assign lines to a Greeting Table.

To assign a CCR Tree to a Greeting Table

1 Click the **Auto-Attendant** heading.

2 Click the **Greeting Tables** link.

The Greeting Tables page appears.

3 Click the **Change** link for the Greeting Table you want to assign a CCR Tree to.

The Greeting Table Setup page appears.

4 Select from each **CCR Tree** list box the CCR Tree you want calls to route to for each time of day. If you do not want calls to route to a CCR Tree select **None**.

5 Click the **Submit** button.