

Administrator's Guide

to

Routing Activator

application for administration of GTS Colour numbers+ services

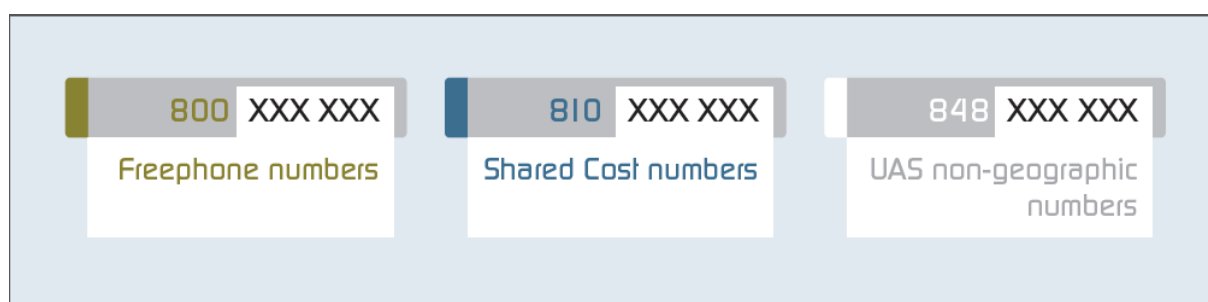


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Introduction

This document includes the instruction manual for application for administration of GTS Colour numbers+ (GTS Green number+, GTS Blue number+, GTS White number+, GTS Rainbow number+) services as well as any other services provisioned on the IN platform.

Note: Customer names and service numbers used in the text for the purpose of this manual are purely fictional.

1 Service overview

1.1 GTS Colour numbers+

The group of GTS Colour numbers+ is a voice service of the so-called value added service category. The service enable automatic establishment of connection from any telephone station operated by the provider, or from telephone stations of other providers of telephone service to a telephone station(s) (i.e. assigned stations) selected by the subscriber in advance, using the service access code 8xy or 90x followed by a six-digit numeric combination. With a configuration of a certain service, all connections may be routed to a single assigned telephone station (unconditional routing) using the subscriber number, or routed to other telephone stations or response messages according to the applied conditions (conditional routing).

GTS Colour numbers+ services are provisioned on the IN platform by Alcatel-Lucent in the environment of GTS Czech. From the user's point of view, they add the possibility of configuration by the user/administrator via web interface in the CWI control application (access to application from **cwi.gts.cz**) to the common functionalities of value added services.

Services of the GTS Colour numbers+ group include the following: GTS Green number+, GTS Blue number+, GTS White number+, GTS Rainbow number+.

The services GTS Green number from abroad+ and GTS Blue number from abroad+ will be added in the next stage.

1.2 Geographic numbers

This will be added in the next stage

2 "Routing Activation – CWI" web portal

2.1 General information

"Routing Activation – CWI" (hereinafter as "CWI") is a web portal (access to application from **cwi.gts.cz**) for administration of configuration of Colour numbers+ service (and other services), which the users may access via the web interface based on their access rights assigned to the user within the service provisioning process.

All information required for login into CWI is provided to the customer within the process of service provisioning, in the service acceptance protocol.

Overview of required information:

- URL link to CWI web portal (**<https://cwi.gts.cz/frcgen/login>**)
- User name (9-digit mobile telephone number) to be specified by the user in the application for service provisioning (technical specification)

- List of services for which the user was granted access to CWI under the respective user name
- Reference to user manual "Administrator's Guide to Routing Activator Application" for administration of GTS Colour numbers+ services

The customer bears full responsibility for all service changes and modifications via CWI executed by the customer (or an authorised user of the application, respectively), particularly traffic routing to a destination number, and the related fees. The customer is also responsible for prevention of abuse of access rights due to disclosure of access information to a third party by the customer or a customer's employee.

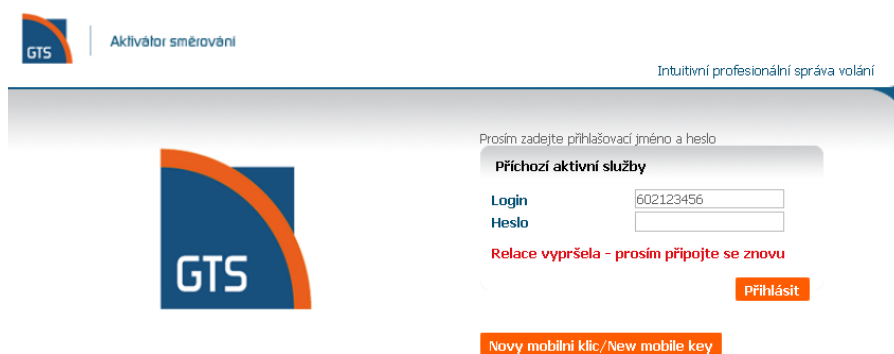
2.2 Login

Access to CWI application requires user name (Login) and password. For the purpose of enhancing security of access and mitigating the risk of abuse, login to the application is extended with an authorisation SMS, i.e. verification of user's access authorisation against the user database administered by the operator.

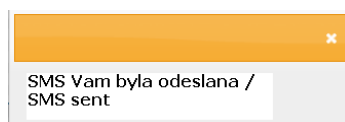


Fig.1 Initial login screen of the CWI web portal

- ✓ To login, enter your mobile number in the 9-digit format (i.e. without the international prefix and spaces) confirmed to you as the registered user name for access to the application in the service acceptance protocol. We will use the number 602123456 in our example.



- ✓ Click the "Nový mobilní klic / New mobile key" button. The information windows "Odesílám / Sending" and "SMS byla odeslana na číslo xxx xxx* / SMS has been sent to number xxx xxx*" will appear on the screen.



(* The number entered in the LOGIN field a moment ago).

- ✓ Your mobile telephone should receive the SMS "*Vas mobilni klic je / Your mobile key is: xxxxxx*" with a six-digit mobile key (password) for login.
- ✓ Enter the mobile key in the field "Password" in the login window of the application and click "Login".
- ✓ After a successful login, you should be re-directed to the following screen:

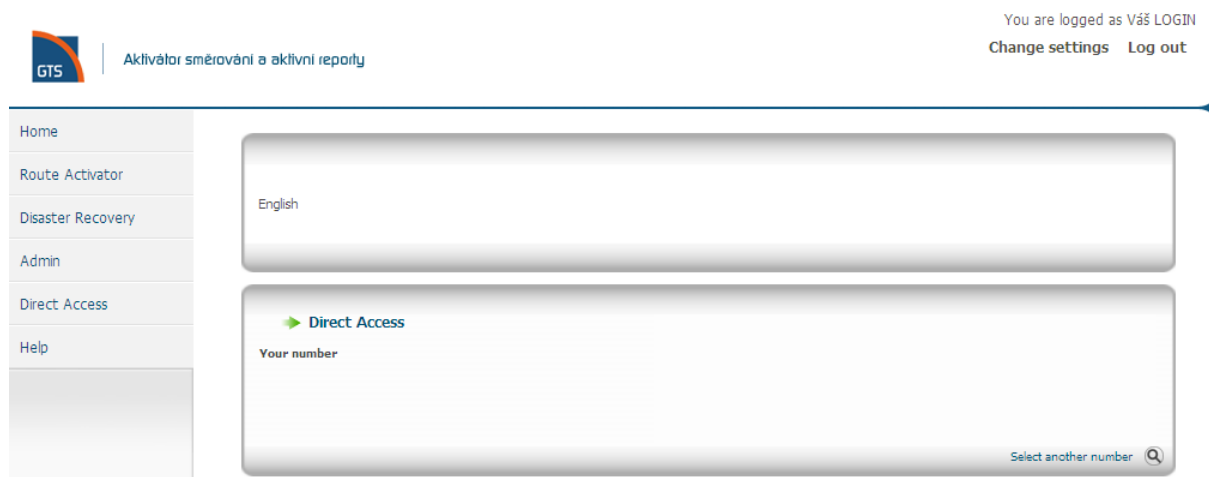


Fig. 2 CWI application screen after successful login

2.3 Login problems

In case of problems with login, check:

- whether you entered the telephone number specified in the service acceptance protocol, i.e. the number confirmed by the operator as the registered login for access to the application. If excessive number of characters is entered in the LOGIN item, the following information window will appear on the page: **"Enter valid login"**
- whether you entered the telephone number in the required format, i.e. without the international prefix and spaces. At the same time, the telephone number is active. A hint may be given by the status report **"SMS has been sent to number xxxxxx"** repeating the numeric combination entered by you in the LOGIN field a moment ago.
- whether you entered the mobile key from the SMS delivered to your telephone as the last
- validity of the mobile key is restricted to 30 minutes. If the limit expires, request a new mobile key by clicking the button "*Nový mobilní klíč/New mobile key*". Repeat the login process.
- the maximum number of attempts for sending a mobile key is restricted to 10 per hour due to security and operational reasons. If the limit is exceeded, access will be blocked.
- if problems with login persist, please contact the customer service of GTS Czech s.r.o. at 800 990 990.
- if you receive the status report **"SMS cannot be delivered"** upon entering the telephone number in the LOGIN field and sending the request for the mobile key, please contact the customer service of GTS Czech s.r.o. at 800 990 990.

2.4 Change of parameters

The below parameters of the application were set according to your requirements specified in the technical specification of the service. If necessary, you may change the language option (Czech and English versions of the application are available) directly on the application site using the "Change language" button in the upper right corner of the screen as indicated by the below picture.

You are logged as Váš LOGIN

[Change settings](#) [Log out](#)

Change of the CWI setting

Web user properties	
Login*	Váš LOGIN
Old password	
New password	
Confirm new password	
First name	
Last name	
Email*	martin.brhlik@gtsce.com
Business unit	
Role	
Language	English
Profile	webcustprof

CWI language selection

Save setting

Fig. Change of parameters

The language of the application is the only parameter that may be changed on-line. If you wish to change other parameters like the login or the e-mail contact, please call the customer service of GTS Czech s.r.o. at 800 990 990.

The password (mobile key) is generated automatically based on the request for sending a mobile key from the login page of the application; therefore, it may not be modified/changed here.

Language change procedure:

- Click the "Change settings" button
- Select the required language from the roll-down menu
- Confirm by clicking the floppy disc icon, see the picture above
- Restart the application, i.e. log out and then log in again. Otherwise the language change will not be executed.

3 Description of CWI application screens

3.1 Basic screen of the application

The below picture describes the basic menu of the application and the content of the individual items displayed upon login to the application:

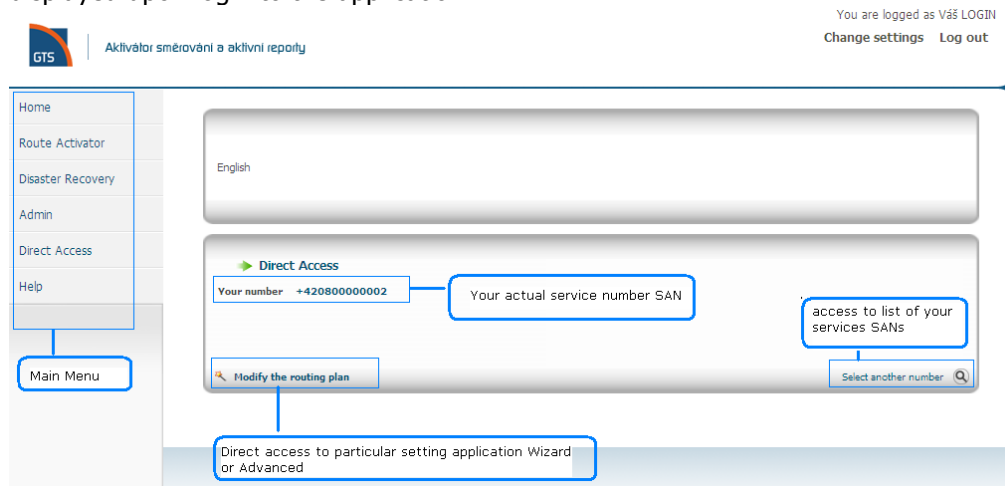
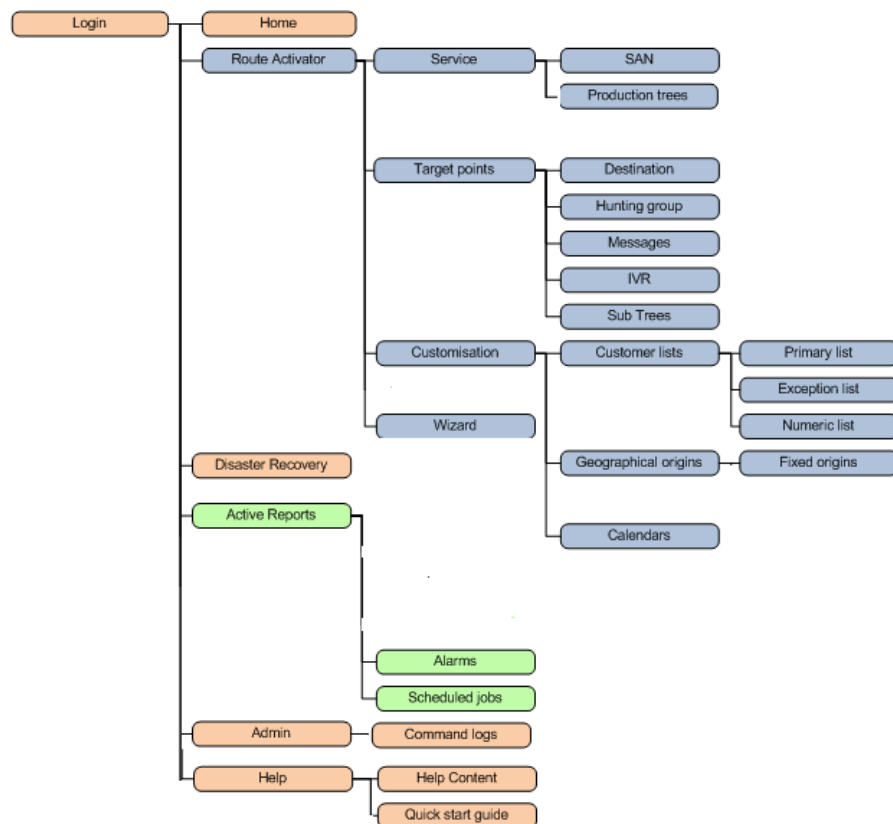


Fig. 3 Basic screen of the application with the description of the individual items

Site map – CWI structure:



3.2 Main menu and captions

3.2.1 "Home" menu

By clicking **"Home"** in the left section of the screen, you can always return to the main/default screen of CWI (i.e. the home page)

3.2.2 "Routing Activator" menu (i.e. advanced administration environment)

Routing Activator is an environment enabling you to set and modify your service provisioned for use in the environment. It is designated by the  icon in the list of SAN numbers.

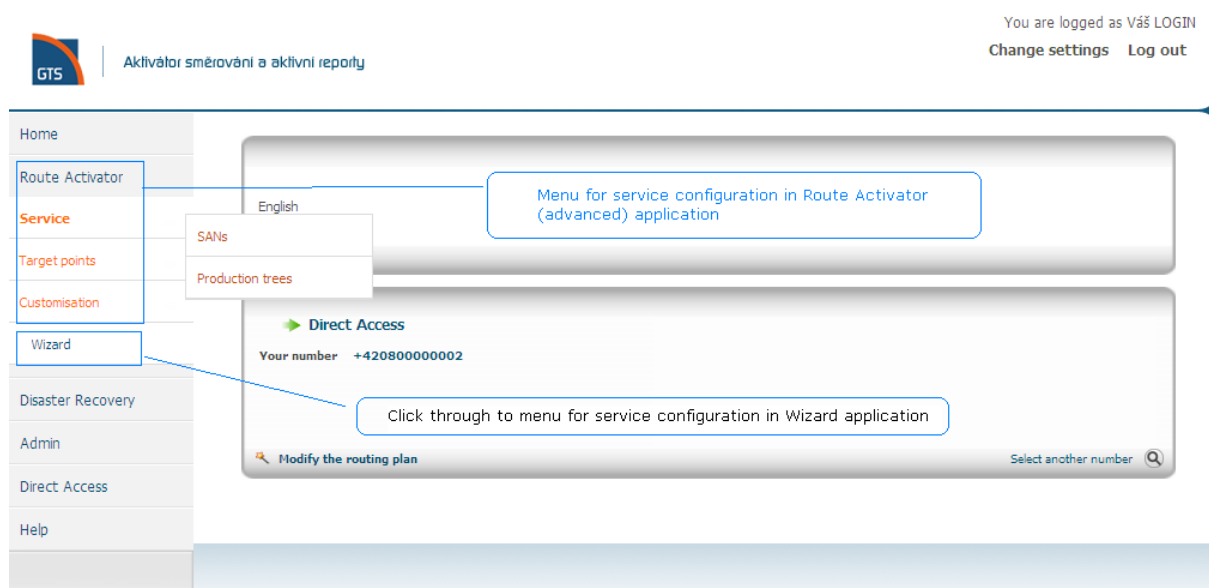
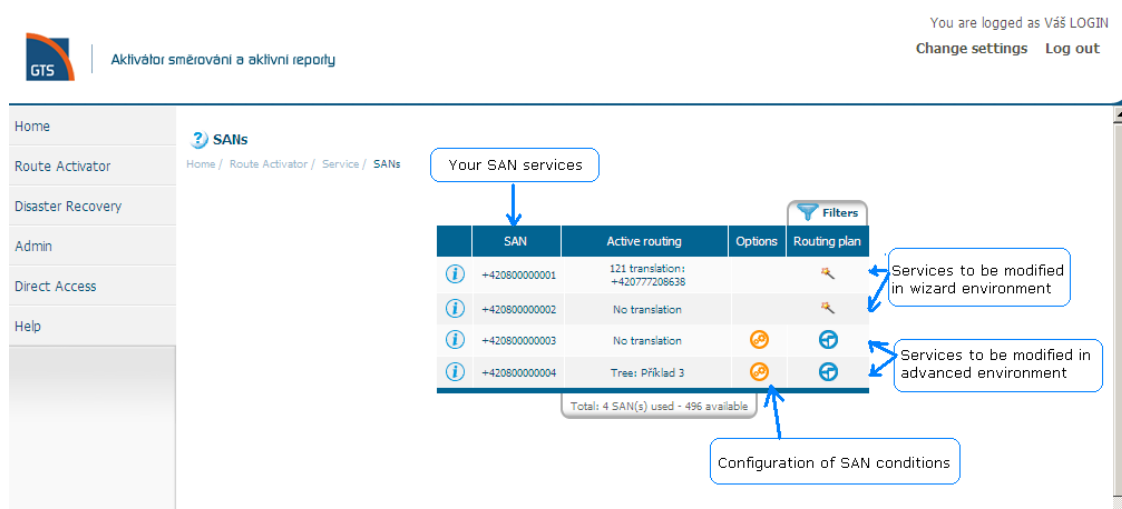


Fig.4 Application menu – advanced environment

3.2.2.1 Service

The Service item is divided to SAN, i.e. service access number (e.g. 800 000 001) and the Production Trees tab.

SAN tab offers you an overview of services and the possibility to configure the individual SAN numbers as well as the information on the environment in which the service may be modified (Guide or Configuration of the routing schedule in the advanced environment).



Production trees gives you an overview of the number of the configured trees (call plans), their completion, information on which of the plans is active and the possibility to adjust the plan, to duplicate it for further adjustments, or delete it. The icon to the left from the tree name gives you the information on the setting of a specific tree. A new tree may be added by clicking the *Create a new tree* button, filling the required information and saving.

The screenshot shows the 'Production trees' management interface. At the top, it indicates the user is logged as 'Váš LOGIN' and provides links for 'Change settings' and 'Log out'. The left sidebar contains navigation links: Home, Route Activator, Disaster Recovery, Admin, Direct Access, and Help. The main content area displays a table of production trees with columns: Tree name, Complete?, Active?, Schedule?, Disaster?, Edit, Duplicate, and Remove. Three trees are listed: 'Příklad 2' (Complete: Yes, Active: No), 'Příklad 3' (Complete: Yes, Active: Yes), and 'Příklad 4' (Complete: No, Active: No). Annotations highlight the 'i' icon for settings, the 'Active?' column, and the 'Create a new tree' button. A callout box states: 'Active plan cannot be modified or changed. For modification you need to deactivate it.' Below the table, a status bar shows 'Total: 3 production tree(s) used - 97 available'.

The 'Tree info' pop-up for 'Příklad 4' provides the following details:

Description	Value
Tree name	Příklad 4
Comment	
State	building
Active	No
Scheduled	No
Disaster	No
Options	
Service profile	afis-adv-expert
Your Calendar	
Public Calendar	
Area group	
Cell group	
Tree Viewer	
Show	

Fig. Settings of production trees

3.2.2.2 Destination points

Destination points are numbers defined by you, response messages, interactive menus or sub-trees that may be used in your call plans (trees).

Specifically, **Destinations** are all numbers on which Colour numbers+ service may be terminated. Additional destinations may be defined by clicking the *"Create a new destination"* button and filling the required information – name, number, possibly comment as indicated by the below picture.

One of the destination targets could be your Voicemail box. Virtual number of the voicemail box will be dedicated to you with ordering of service GTS voicemail. By simply including this number to your call plan and by routing incoming traffic to this number, you give your calling customers chance to leave you a message, in case you cannot take immediate care for them. Message recording will be right away sent to your given email address for further actions or archivation.

Information on the specific destination may be found by clicking the icon to the left from the name of the destination.

Destination numbers for the SAN service, i.e. number to where the call is routed

Destination	Number	Configure	Remove
Cl1	+4202252526		
Cl2	+4202252527		
Cl3	+4202252528		
Cl4	+4202252529		
Cl5	+4202252530		

Total: 5 destination(s) - 105 available

Create new destination

Destination Info

Description	Value
Destination Name	Cl1
Number	+4202252526
Comment	
Call Forward	Enabled
Call Forward to	
Forwarding strategy	
Forwarding time in queue	
Overflow destination	
Call Forward	Enabled
Call	

Fig. Setting of destination points

Serial lines are number groups defined by you, to which inbound traffic may be distributed sequentially, serially or cyclically. A new number group may be added by clicking "Create new series" and filling the required data (name, list of numbers, traffic distribution algorithm, etc.) as indicated by the below picture:

Create new LHG

Name	Configure	Remove
Skupina1		

Total: 1 group(s) used - 99 available

Create new LHG

Line Hunting Group Info

Description	Value
Name	Skupina1
Algorithm	Cyclic
Comment	
Max waiting time in queue	0
Max connections attempts	0
Max queue size	0
Overflow destination	
Destination	1 Cl1 (+4202252526)

Fig. Setting of a serial line

Response messages contain a list of available audio messages that may be used in your call plans. The menu shows you the messages preset by the operator as well as your own messages recorded by you. Messages may be configured, removed or new ones added by clicking “*Create a new message*”, filling the required data and recording your own file. The customer may create their message or ask the provider to do so. If the customer creates a message, it must be in a compatible format – message files must be in the .wav (windows sound family, audio code G.711, frequency 8000Hz) format.

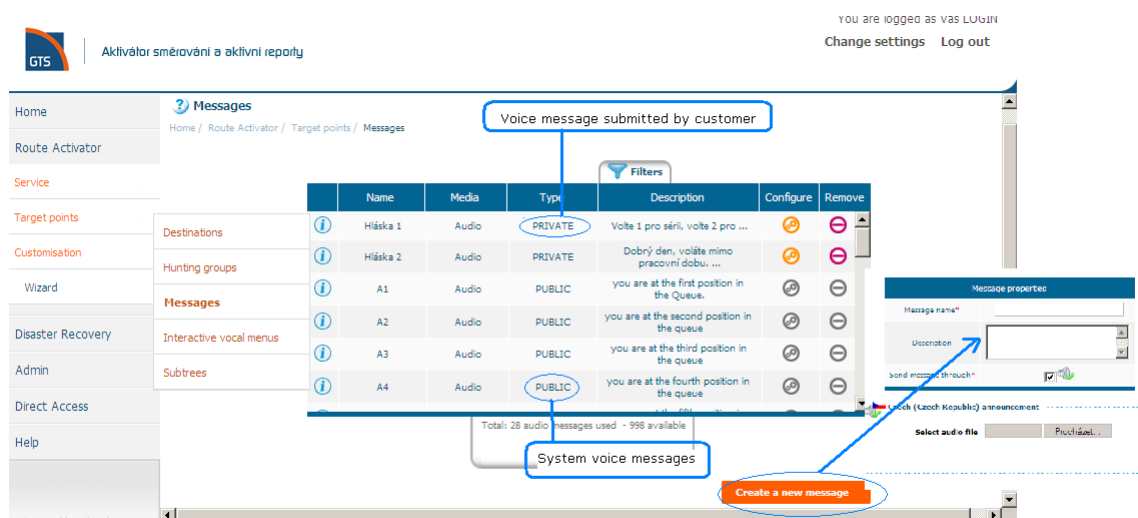


Fig. Response messages

IVR or Interactive Voice Response, also called conditional forwarding according to DTMF) is a combination of messages, user interactions and subsequent routing of inbound traffic. Here you can set the destinations and response messages for the individual IVR options. This menu is also used for setting the routing logic in case of complicated (multilevel) IVR structures. Select the output of the sub-routing strategy (first IVR menu, previous IVR menu, next IVR menu, sub-tree, final response message) in the dialogue window for your choice.

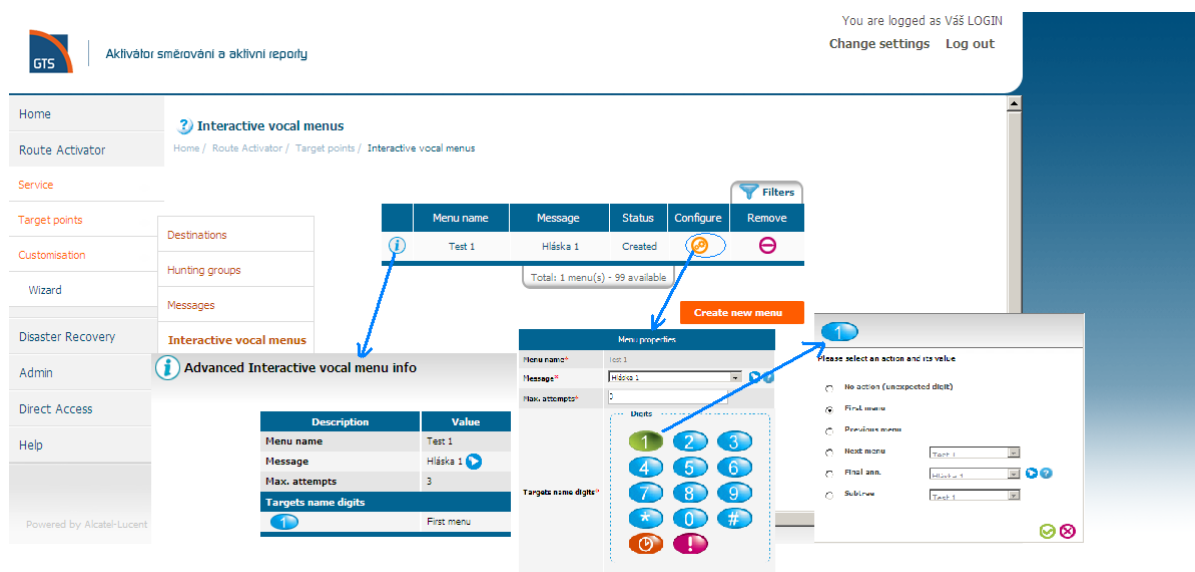


Fig. IVR setting

Sub-trees provide an overview of the setting of the next level of call plans. The setting is identical to the setting of the main trees.

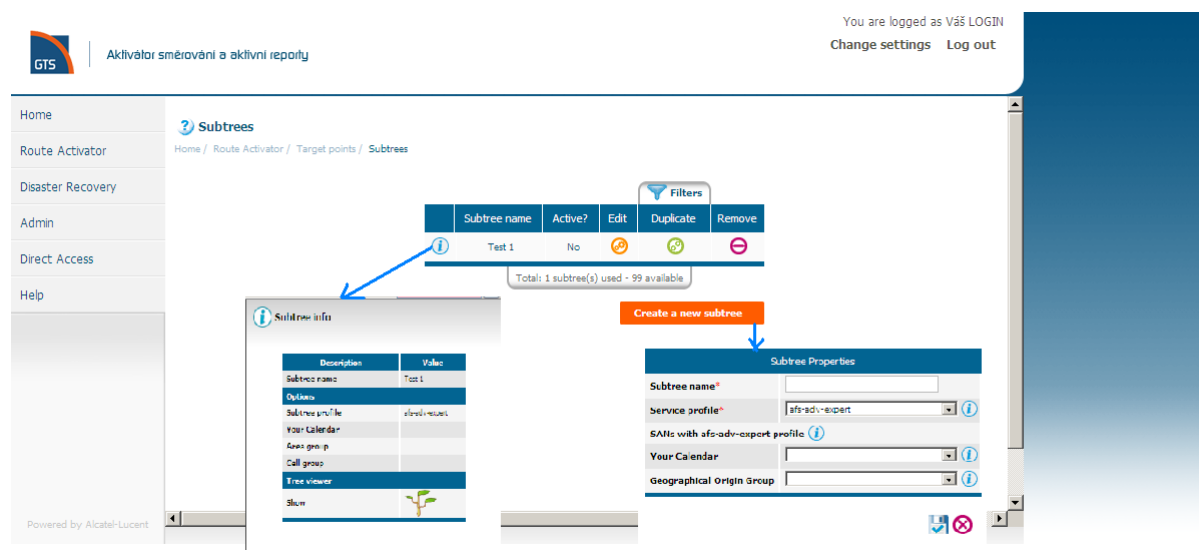


Fig. Setting of sub-trees

3.2.2.3 Adjustment

The Adjustment menu contains the tabs: Customer lists, Geographic origins, and Calendars.

The **Customer lists** enables you to add Primary Lists - black lists, white lists and Exception Lists - green lists of numbers that may be used in your call plan. You can also define a list of PIN codes, numerical codes and CLI codes granting your callers access to the provided service according to the criteria defined by you. A new list may be added by clicking the "Create a new list" button and uploading numerical files created earlier.

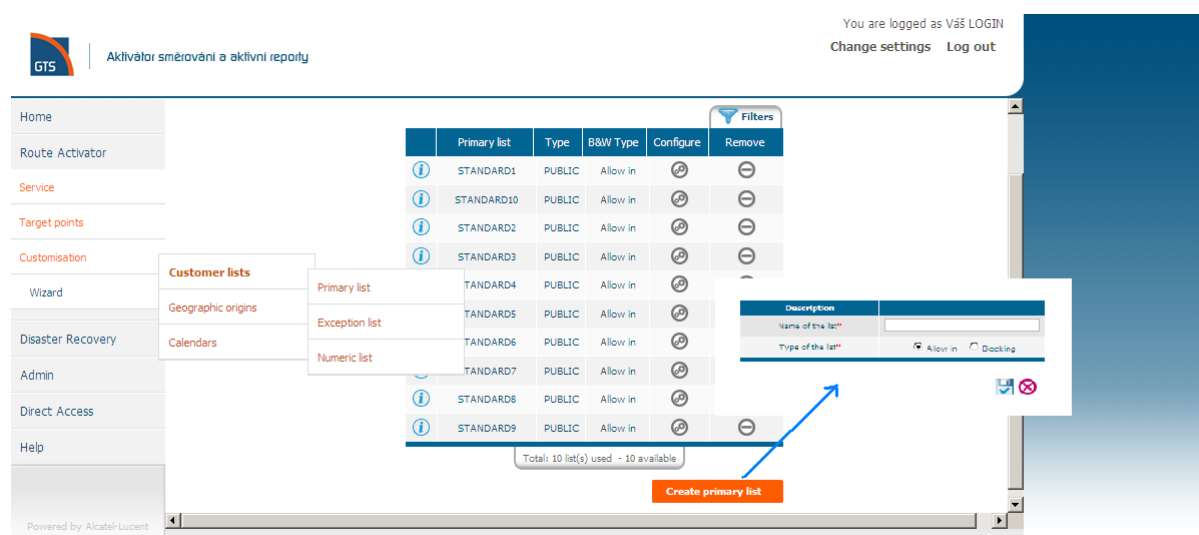


Fig. Definition of Primary Lists (Black Lists, White Lists)

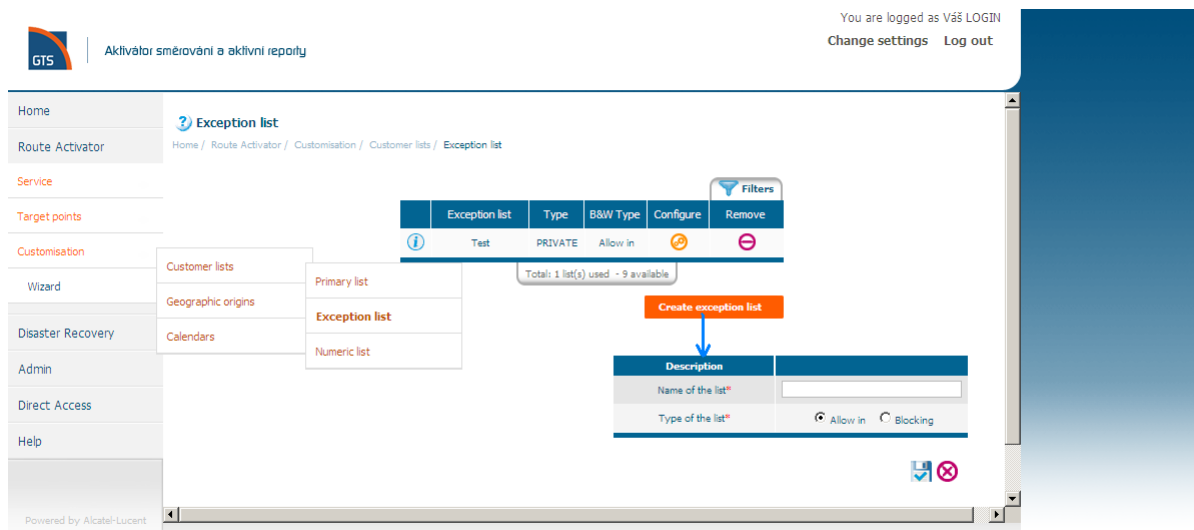


Fig. Definition of Exceptions Lists (so-called Green list)

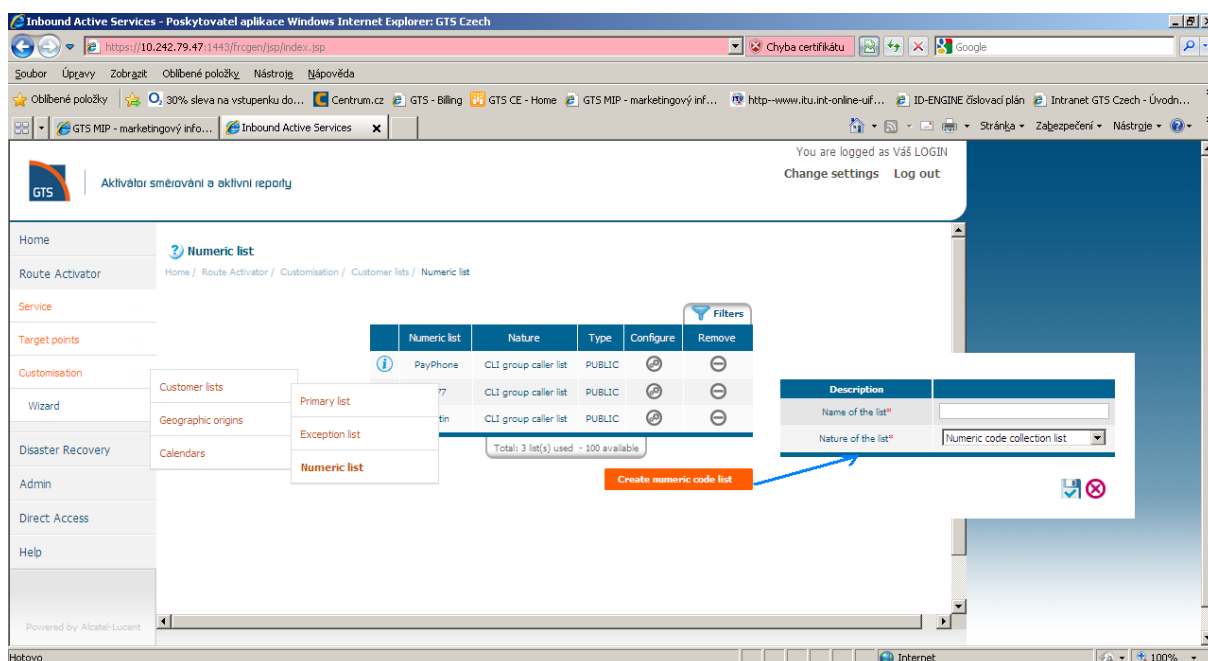


Fig. Definition of Numerical Lists (PIN codes, numerical codes, CLI)

Geographic origins enable you to define the breakdown of the areas by which you will want to route inbound traffic in the call plan to the individual destination numbers or response messages. You can choose from pre-defined areas specified by the operator (breakdown to 14 regions or to lands – Bohemia, Moravia, Silesia), or create your own structure by clicking *Create geographic structure*.

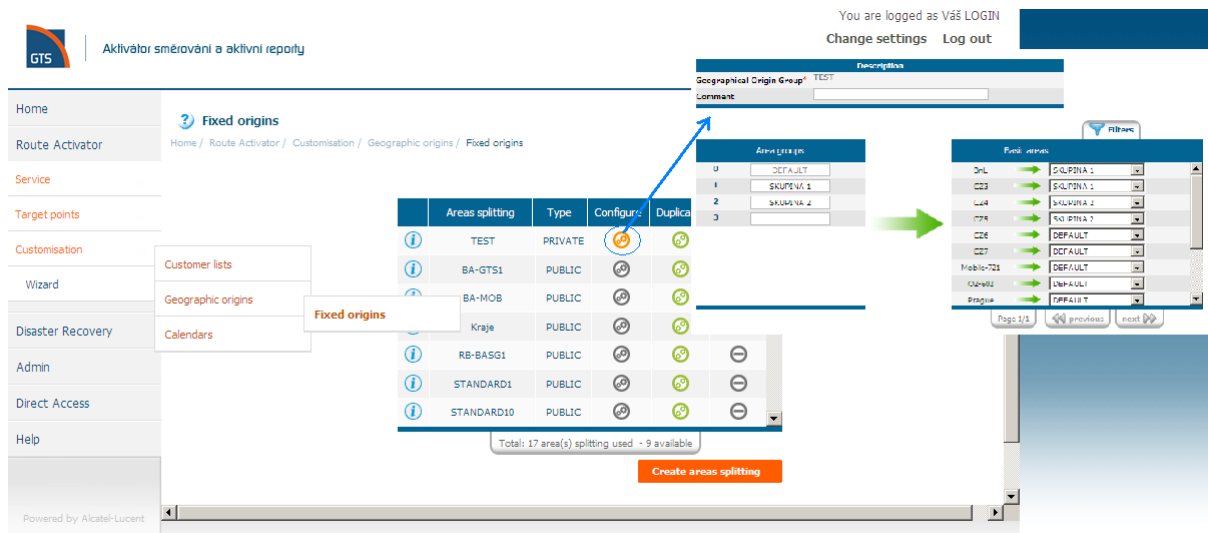


Fig. Definition of Geographic Origin

The **Calendars** options gives you an overview of the available calendars that may be used in your call plans, either preset by the operator (Public – planning calendar including breakdown to working days, weekends and public holidays) or specified by you. You can set a new calendar by clicking the "New calendar" button, filling the required information and setting the rules according to your needs.

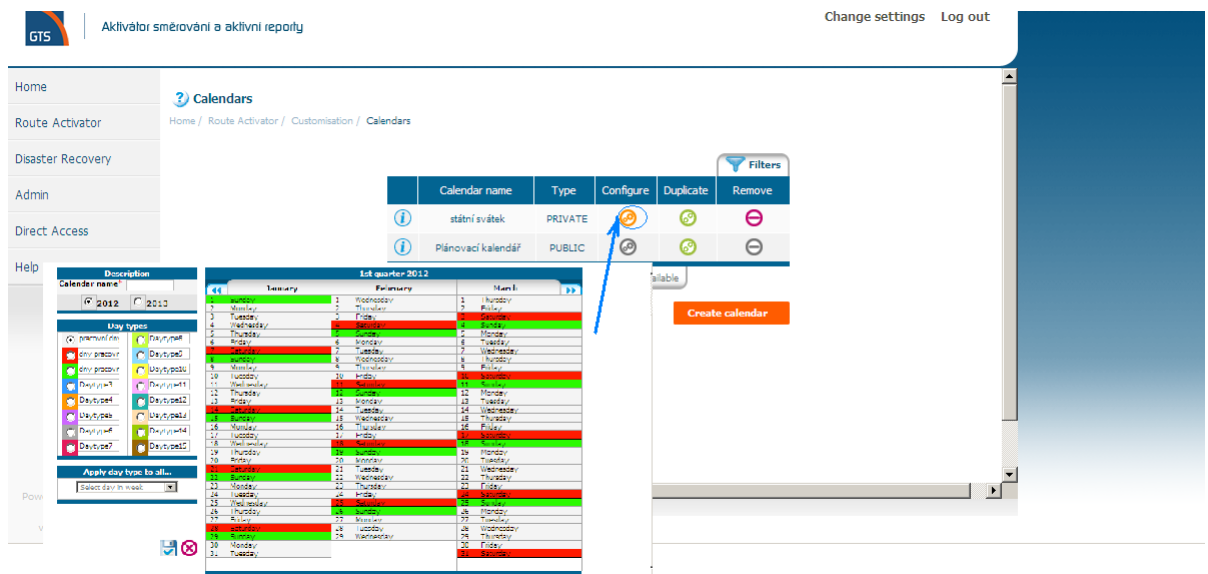
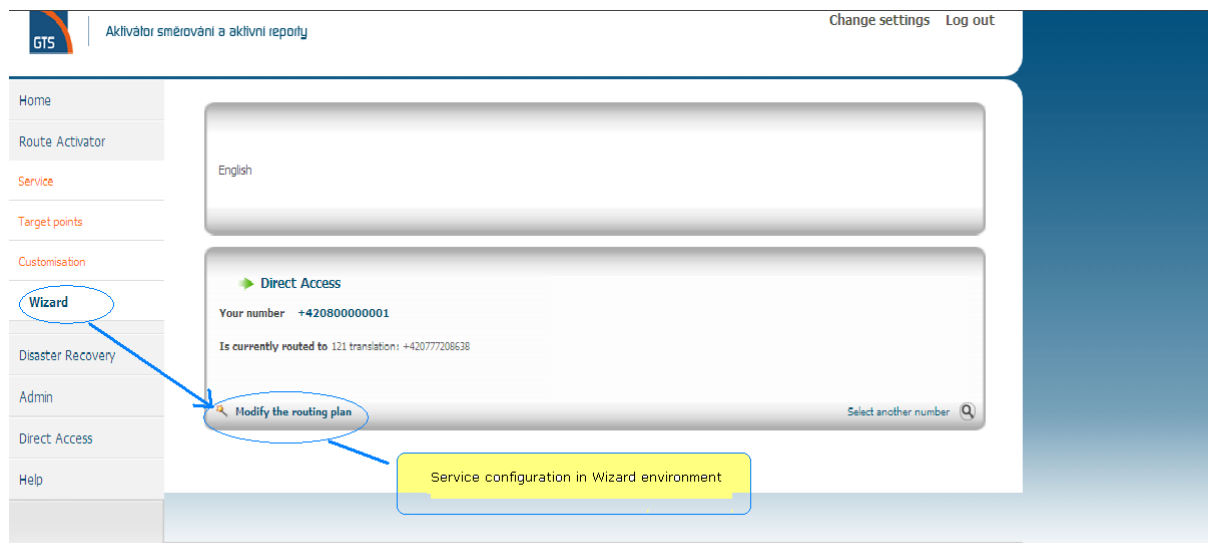


Fig. Definition of a new (custom) calendar

3.2.3 Wizard menu (wizard administration environment)



A wizard is an environment enabling you to set and modify your service provisioned for this environment. It is designated by the following icon in the list of SAN numbers



The user with all services provisioned for use in the Wizard environment sees only the "Wizard" menu in the left menu under Routing Activator, while he/she does not see additional functions. Therefore, the above description does not apply to such user.

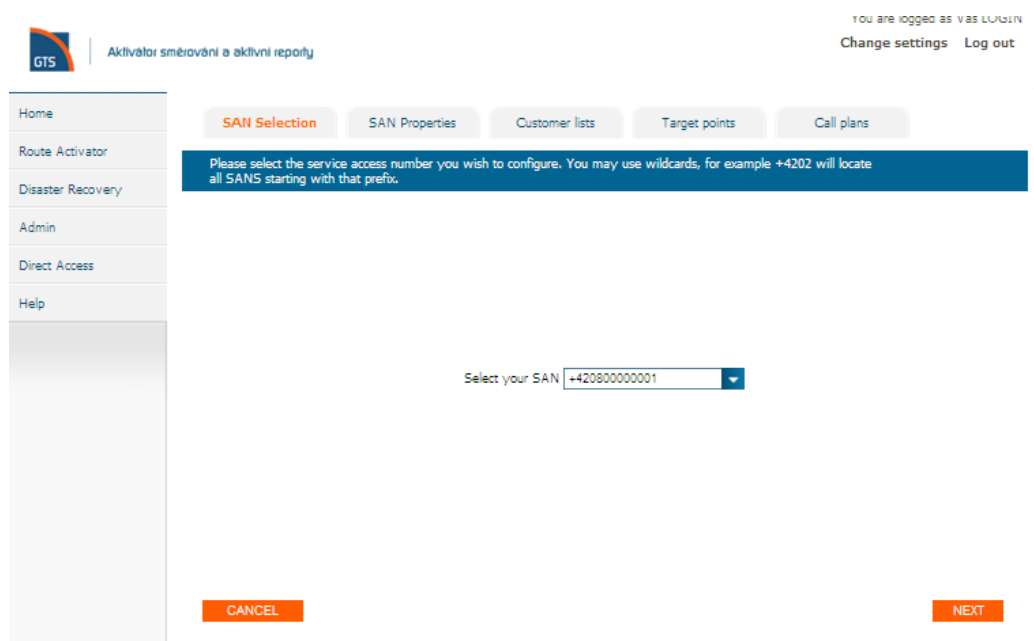


Fig. 5 Application menu – Wizard Environment

The Wizard environment is defined by five tabs enabling you to easily define and set our call plan (tree) and its components, see the figure above.

Select the number of service to be modified in the **SAN selection** tab. Click the "Next" button in the lower right corner of the screen. In our example, the service is configured on the SAN service number "+420800000001" for illustration

Go to **SAN properties** tab.

The screenshot displays the 'SAN Properties' configuration interface. At the top, there's a navigation bar with tabs: 'SAN Selection', 'SAN Properties' (active), 'Customer lists', 'Target points', and 'Call plans'. Below this, a blue banner states: 'Pre-Routing rules allow you to configure how you route calls from International location, Mobiles and Payphones'. The main configuration area includes several checkboxes: 'Block international calls', 'Block mobile calls', 'Screen payphones', and 'No-reply timer' (set to 20 s). A blue box labeled 'Queue Settings' is highlighted, with an arrow pointing to its detailed configuration section. This section contains various input fields and dropdown menus for settings like 'Greeting prompt', 'On hold message', 'Position in queue threshold' (set to 10), 'Waiting time message' (checked), 'Threshold T1 (min)' (set to 5), 'Threshold T2 (min)' (set to 15), 'Waiting time message', 'Queue size' (set to 255), 'Queue full message', 'Exit Queue conditions', 'Max waiting time' (set to 300), 'Max connection attempt' (set to 100), 'Exit message', and 'Overflow destination'. At the bottom, there are 'SAVE' and 'QUIT' buttons. On the left side, there's a sidebar with navigation links: Home, Route Activator, Disaster Recovery, Admin, Direct Access, and Help. The top right corner shows 'You are logged as: [username]' and 'Change settings Log out'.

Fig. Definition of queuing and blocking of inbound traffic according to the defined criteria

If your service is of the Expert price variant, then this tab gives you the option to set blocking of inbound traffic from abroad or from mobile phones. Smart and Expert service variants always give you the option to set **queuing** of inbound traffic on this tab by clicking the "Set queue" button, filling the required information and saving the setting.

The **Lists** tab enables you to administer a pre-recorded black list, white list, PIN codes, if your service is of the Expert variant. Smart and Expert service variants always give you the possibility to set the calendar on this tab by clicking the "Calendar administration" button, where you can define your own calendar or select a pre-defined one (Public – planning calendar).

Aktivátor směrování a aktivní reporty

You are logged as Vaš LOGIN
Change settings Log out

Home
Route Activator
Disaster Recovery
Admin
Direct Access
Help

SAN Selection
SAN Properties
Customer lists
Target points
Call plans

Configure any routing lists you require and configure your calendar for 'type of day' routing for use in the call plan.

Manage black list

☐ Enable black list
☒ Bar unidentified calls

Manage white list

☐ Enable white list
☐ Apply to international and mobile calls

Manage PIN list

Manage calendar

Manage caller lists

NEW
PREVIOUS
NEXT
FINISH

The QJ Group list allows you to specify individual or ranges of QJIs that can receive special routing. Wildcards are also possible e.g. +420276

Name of the list*

Enter

Remove

New entries from file

Procházet

Add

SAVE

QUIT

SAN Selection
SAN Properties
Customer lists
Target points
Call plans

Configure your custom calendar with any specific day routing you require. You must add this in the call plan using the 'Your Calendar' criterion.

Description
2012
2013

Day types
Daytype0
Daytype1
Daytype2
Daytype3
Daytype4
Daytype5
Daytype6
Daytype7
Daytype8
Daytype9
Daytype10
Daytype11
Daytype12
Daytype13
Daytype14
Daytype15

<<
2012
>>

September
October

Sun
Mon
Tue
Wed
Thu
Fri
Sat

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November
December

Sun
Mon
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REMOVE

SAVE

QUIT

Fig. Configuration in the Wizard environment

Go to **Target points** tab by clicking the tab or the "Next" button at the bottom of the screen:

The screenshot shows the 'Target points' configuration interface. It features a sidebar on the left with links to Home, Route Activator, Disaster Recovery, Admin, Direct Access, and Help. The top navigation bar includes tabs for SAN Selection, SAN Properties, Customer lists, Target points (selected), and Call plans. A blue banner at the top of the main area instructs the user to configure destinations, hunt groups, and announcements for use in call plans. Below this, there are three configuration sections: 'Configure destinations', 'Configure line hunt groups', and 'Configure announcements'. The 'Configure announcements' section has a dropdown menu with 'NEW' selected. At the bottom, there are four orange buttons: 'CANCEL', 'PREVIOUS', 'NEXT', and 'FINISH'.

Fig. Definition of response messages, serial links and destinations

This tab enables you to define the destination numbers selected by you for use in your call plan, to add and administer response messages or serial line groups by clicking "Configure destinations", "Configure serial lines" or "Configure response messages", filling the required information and recording lists or response messages in wav or MP3 format. A number of response messages pre-defined by the operator are available, which you can also use in your call plan. The response messages are charged for.

Call plan – As soon as the "SAN properties", "Lists" and "Destination points" configuration is ready, go to the "Call plan" tab where the service logic is defined.

For an existing call plan, click the orange icon in the "Adjust" column. This will show a preview of the existing call plan and the menu of available criteria and lists for future modification.

If you want to create a new call plan, click the "New call plan" button, fill the required information and save. The same preview with the menu of available criteria and lists for your future tree (call plan) will be displayed.

GTS Aktivátor směrování a aktivní reporty You are logged as Váš uživatel [Change settings](#) [Log out](#)

Home SAN Selection SAN Properties Customer lists Target points **Call plans**

Use the options below to create, activate, edit or remove you call plans. Press the (i) button for details of each saved plan.

	Name	Complete?	Status	Disaster?	Activate	Edit	Duplicate	Remove
(i)	121 translation	No	Stand-by					
(i)	courtesy announcement	No	Stand-by					
(i)	Příklad1	No	Stand-by	☐				
(i)	Test	No	Stand-by	☐				
(i)	asdfa	No	Stand-by	☐				

New call plan PREVIOUS FINISH

Criteria

- Day of week
- Standard IVR
- Single area geographic
- En-route destination
- Route selection code
- Registration Counter

Leaves

- Message leaf
- Line hunt group leaf

SAVE QUIT

List of available criteria:

Your calendar – the personal calendar created by you

Day of the week – possibility to enter rules for individual days of the week

Public calendar – a PUBLIC calendar predefined by the operator

Time of the day – possibility to enter rules for a certain time during the day (from-to)

Standard IVR – possibility to set routing according to DTMF

Routing response message – possibility to set a response message in front of routing traffic to the destination

Geographic group – possibility to set routing according to pre-defined geographic groups (defined by the operator or created by customer)

Geographic area – possibility to set routing according to pre-defined geographic areas (defined by the operator or created by customer)

Percentage routing – possibility to set traffic routing by percentage

N-callers – possibility to set routing according to the number of inbound calls

Routing destination – possibility to set a pre-defined destination (a telephone number or a response message)

Access code reading – possibility to set rules for reading codes granting a selected caller group access to the service

PIN code – possibility to set rules of restricting access to a selected group using PIN codes

Routing selection code – possibility to set rules of restricting access to a selected group using a numeric code

CLI group – possibility to set rules of restricting access for a selected group using CLI.

CLIP_CLIR

Registration counter – possibility to set on-line monitoring of the number of inbound calls on a specific destination.

Overview of available lists:

Response message – a pre-recorded response message as a destination of inbound traffic

Destination – a pre-defined telephone number as a destination of inbound traffic

Serial line – a pre-defined group of telephone numbers with a preset algorithm of traffic breakdown as a destination of inbound traffic

Call hang up – call termination

Advanced IVR



A criterion and a list are added by clicking the icon, opening the criteria menu



and selecting the respective criterion or a destination list. Save the created tree, select the activation time from the menu.

Do you want immediate or scheduled activation?

☒ Immediate activation

☐ Scheduled activation

Dec 12, 2012 17:26

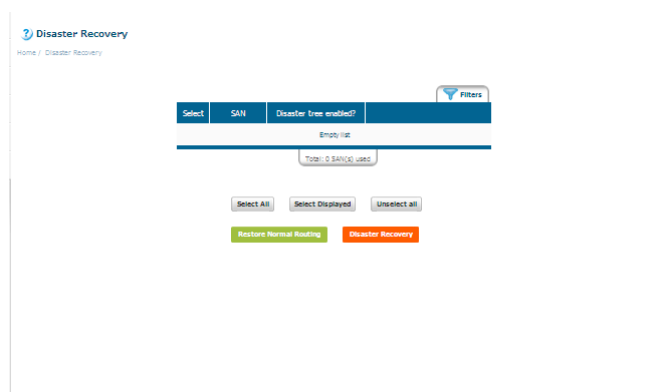
Cancel OK

Your call plan (tree) is now ready for use within the service = activation.

3.2.4 "Backup recovery" menu

CWI supports definition of a tree to be used as a backup in case of disaster (i.e. as disaster recovery). The backup routing may be activated directly in the CWI application by clicking *Backup recovery* in the left Main menu and selecting a specific emergency tree and the "Backup recovery" button. *This activates your backup (emergency) call plan.*

The plan may also be activated by telephone using a PIN defined in the technical specification and selecting from the IVR menu.



Normal traffic routing may be restored by clicking the green button *"Restore normal routing"* in the CWI menu.

3.2.5 "Active reports" menu

Active reports are currently not available.

3.2.6 "Admin" menu

This menu contains the so-called Instruction logs giving you the possibility to search the history of changes to the configurations of your settings.

 **Command logs**
Home / Admin / Command logs

Date and Time	Login	Command	Target object	Attributes
Dec 12, 2012 4:25:19 PM	V88 LOGIN	Leaf addition	Routing tree asfas	Message: A3 Leaf: Announcement...
Dec 12, 2012 4:25:10 PM	V88 LOGIN	Leaf addition	Routing tree asfas	Message: AnnB Leaf: Announcement...
Dec 12, 2012 4:25:46 PM	V88 LOGIN	Criterion addition	Routing tree asfas	Criterion: Day of week Day type: Fridays
Dec 12, 2012 4:25:46 PM	V88 LOGIN	Branch addition	Routing tree asfas	Criterion: Day of week Day type: Sundays
Dec 12, 2012 4:25:04 PM	V88 LOGIN	Creation	Routing tree asfas	Tree name: asfas Public Calendar: Planovod ka... Geographical origin groups: BA-GTS1 SAN reference: +420800000002

Total: 150 log(s)

Download command logs 

3.2.7 "Direct access" menu

Selection of *Direct access* enables you to directly go through the customer's SAN numbers or different customers. This function is intended particularly for service providers and administrators.

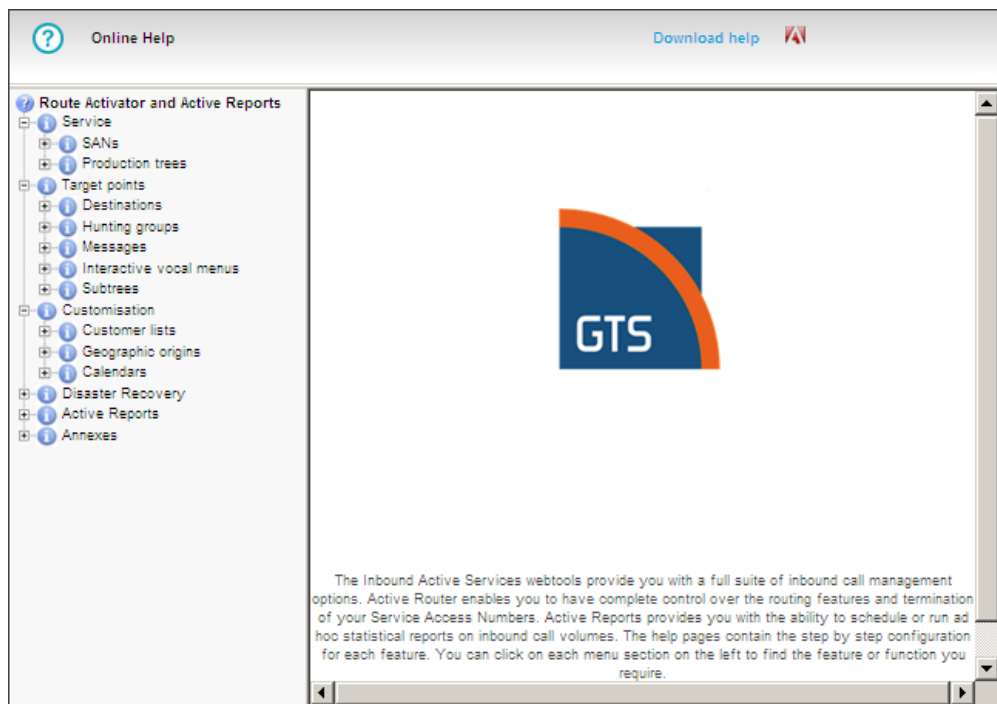
https://10.242.79.47:1443/frngen/welcome?action=selectNumber

 SAN

- +4208000000001
- +4208000000002
- +4208000000003
- +4208000000004

3.2.8 "Help" menu

This gives you on-line help for the application, settings of the service, adding parameters, etc. Help includes window screenshots and icons of the application. The appearance and the content of the on-line help are suited to the settings of your service. Help can also be downloaded in .pdf format.



3.2.9 Restrictions of the application

- The language variant of the login window (CZ, EN) depends on the language variant of your Internet browser.
- When entering descriptions of response messages, destination descriptions, and creating areas, it is not possible to use the following characters highlighted in red:

	x0	x1	x2	x3	x4	x5	x6	x7	x8	x9	xA	xB	xC	xD	xE	xF
0x	NUL	SOH	STX	ETX	EOT	ENQ	ACK	BEL	BS	HT	LF	VT	FF	CR	SO	SI
1x	DLE	DC1	DC2	DC3	DC4	NAK	SYN	ETB	CAN	EM	SUB	ESC	FS	GS	RS	US
2x	SP	!	"	#	\$	%	&	'	(	)	*	+	,	-	.	/
3x		0	1	2	3	4	5	6	7	8	9	:	;	=	>	?
4x	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
5x	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
6x		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
7x	p	q	r	s	t	u	v	w	x	y	z	{		}	~	DEL

4 Service configuration wizard

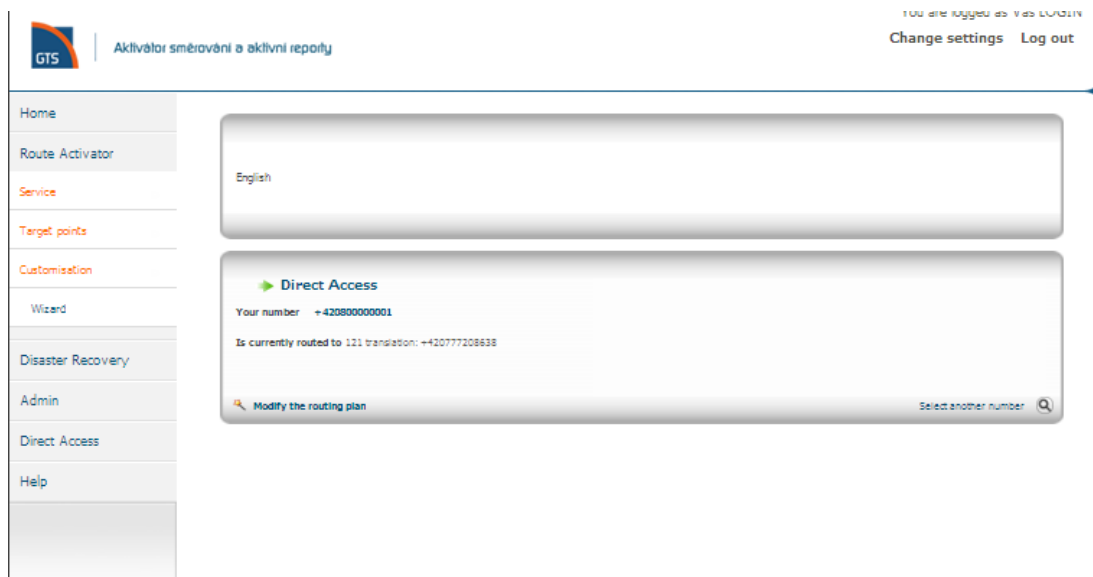
We prepared two examples of service settings and creation of a call plan for better understanding of working with CWI.

4.1 Example 1 "Simple routing"

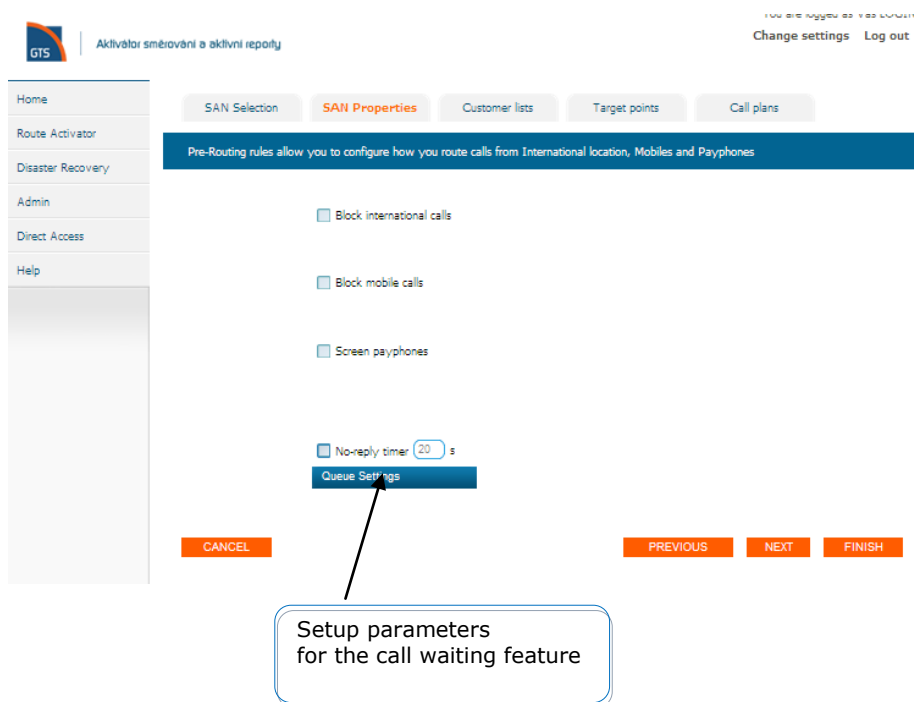
Assignment:

A user is calling the 800 000 001 service. The call is automatically routed to a fixed destination (a telephone number or a termination response message). In our example, the call is routed to the geographic number 225252525 defined as "Destination1". A queue is set as default for routing to Destination1 in our example so that other simultaneous callers can wait for connection with Destination1.

The procedure of setting the service in the "Routing Activator" web portal:



1. Click the *modify* icon next to the respective call plan.



SAN Selection **SAN Properties** Customer lists Target points Call plans

Configure your queue

☒ Enable Call Queuing

Greeting prompt : *

On hold message : *

Position in queue threshold :

☒ Waiting time message

Threshold T1 (min) :

Threshold T2 (min) :

Waiting time message : ?

Queue size : *

Queue full message : *

Exit Queue conditions :

Max waiting time : *

Max connection attempt : *

Exit message : ?

Overflow destination :

Tick the box for enabling call queuing feature

Define parameters for the call queuing feature

Save your setting

SAVE QUIT

2. Set the queue; parameters of the queue are pre-defined by default values. Click Next.

3. Pre-define the target to which the service is to be routed and save.

GTS Aktivátor směrování a aktivní reporty

You are logged as **YVES LONZINI** Change settings Log out

SAN Selection SAN Properties Customer lists **Target points** Call plans

Please configure any destinations, hunt groups* & announcements* you want to use in your call plans. (*where available)

1. Go to list Target points

2. Click on the Configure destinations

Configure destinations

Configure line hunt groups

Configure announcements

NEW

test(+420777208638) ?

Select NEW for defining new target number

CANCEL PREVIOUS NEXT FINISH

SAN Selection
SAN Properties
Customer lists
Target points
Call plans

Configure your destination information. Options of Direct Dial in for overdailed digits can be selected where available.

Enter name of the new target

Destination name*
Destination number*
Comment
Maximum simultaneous calls

420225253455

Type in the telephone number you want to use as a destination for your service. It has to start with the international code, for example 420.

Save
SAVE
QUIT

4. Create a new call plan in Call plans tab.

GTS
Aktivátor směrování a aktivní reporty

You are logged as Váš LOGIN
Change settings Log out

SAN Selection
SAN Properties
Customer lists
Target points
Call plans

Use the options below to create, activate, edit or remove you call plans. Press the (i) button for details of each saved plan.

1. Go directly to sheet Call plans

	Name	Complete?	Status	Disaster?	Activate	Edit	Duplicate	Remove
(i)	121 translation	Yes	Active					
(i)	courtesy announcement	No	Stand-by					
(i)	TEST3	Yes	Stand-by	☐	Activate			
(i)	qq	No	Stand-by	☐				

2. Create new call plan

New call plan

PREVIOUS
FINISH


Aktivátor směrování a aktivní reporty

You are logged as Váš LOGIN
[Change settings](#) [Log out](#)

[Home](#)
[Route Activator](#)
[Disaster Recovery](#)
[Admin](#)
[Direct Access](#)
[Help](#)

[SAN Selection](#)
[SAN Properties](#)
[Customer lists](#)
[Target points](#)
[Call plans](#)

Enter your call plan details. You may select a specific *regional public calendar and a *geographical origin group for the geographical origin group routing for use within the call plan (*where available).

1.Insert name of your new call plan

Call plan name* TEST
Version
Comment
Public calendar Plánovací kalendář

2.Confirm your settings

OK QUIT

5. Define a new call plan. In this case, it is a simple unconditional routing, i.e. the call tree will only include entering a destination. Save the settings.


Aktivátor směrování a aktivní reporty

You are logged as Váš LOGIN
[Change settings](#) [Log out](#)

[Home](#)
[Route Activator](#)
[Disaster Recovery](#)
[Admin](#)
[Direct Access](#)
[Help](#)

[SAN Selection](#)
[SAN Properties](#)
[Customer lists](#)
[Target points](#)
[Call plans](#)

= TEST + Add...

1.Click on the "+" for inserting criteria or leaves

2.Select the leaf "Destination number"

Criteria

- Your calendar
- Day of week
- Public Calendar
- Time of day
- Standard IVR
- En-route message
- Percentage based routing
- With caller
- En-route destination

Leaves

- Message leaf
- Destination number
- Line hunt group leaf
- Hang up leaf

SAVE QUIT

GTS | Aktivátor směrování a aktivní reporty

You are logged as Váš LOGIN
Change settings Log out

Home Route Activator Disaster Recovery Admin Direct Access Help

SAN Selection SAN Properties Customer lists Target points **Call plans**

Destination number 1. Select the destination you want to use in your call plan

Destination
routing number* test

Alternate destination

- on no reply
 - routing number
 - message
 - none
- on network congestion
 - routing number
 - message
 - none
- on busy
 - routing number
 - message
 - call queuing
- on call limiter
 - routing number
 - message
 - call queuing

2. Choose call queuing in case of busy line

3. Confirm

GTS | Aktivátor směrování a aktivní reporty

You are logged as Váš LOGIN
Change settings Log out

Home Route Activator Disaster Recovery Admin Direct Access Help

SAN Selection SAN Properties Customer lists Target points **Call plans**

TEST test

Save your call plan setting

Current status completed

SAVE QUIT

6. Activate the created call plan by clicking the Activate button.

You are logged as Váš LOGIN
Change settings Log out

Aktivátor směrování a aktivní repóráž

Home Route Activator Disaster Recovery Admin Direct Access Help

SAN Selection SAN Properties Customer lists Target points **Call plans**

Use the options below to create, activate, edit or remove you call plans. Press the (i) button for details of each saved plan.

Click on Activate to make your call plan active

Name	Complete?	Status	Disaster?	Activate	Edit	Duplicate	Remove
(i) 121 translation	Yes	Active					
(i) courtesy announcement	No	Stand-by					
(i) TEST	Yes	Stand-by	☐	Activate			
(i) TEST3	Yes	Stand-by	☐	Activate			
(i) qq	No	Stand-by	☐				

Call plan can be activated immediately or postponed

Do you want immediate or scheduled activation?
☒ Immediate activation
☐ Scheduled activation
 Dec 12, 2012 17:28
 Cancel OK

New call plan PREVIOUS FINISH

Click on Finish

Confirm selected activation

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7. The status of the service is "active" now. The setting will be come effective on the platform in approximately 60 seconds since saving the Complete setting.

8. To check the setting of the service, click the (i) icon in front of the name of the respective call plan.

4.2 Example 2 "Call plan (structured tree)"

Assignment:

A user is calling the 800 000 004 service. On working days in the working hours, calls are automatically routed to the IVR system providing for routing to 2 possible branches based on the DTMF selection (the caller is asked by the response message to select option 1 or option 2).

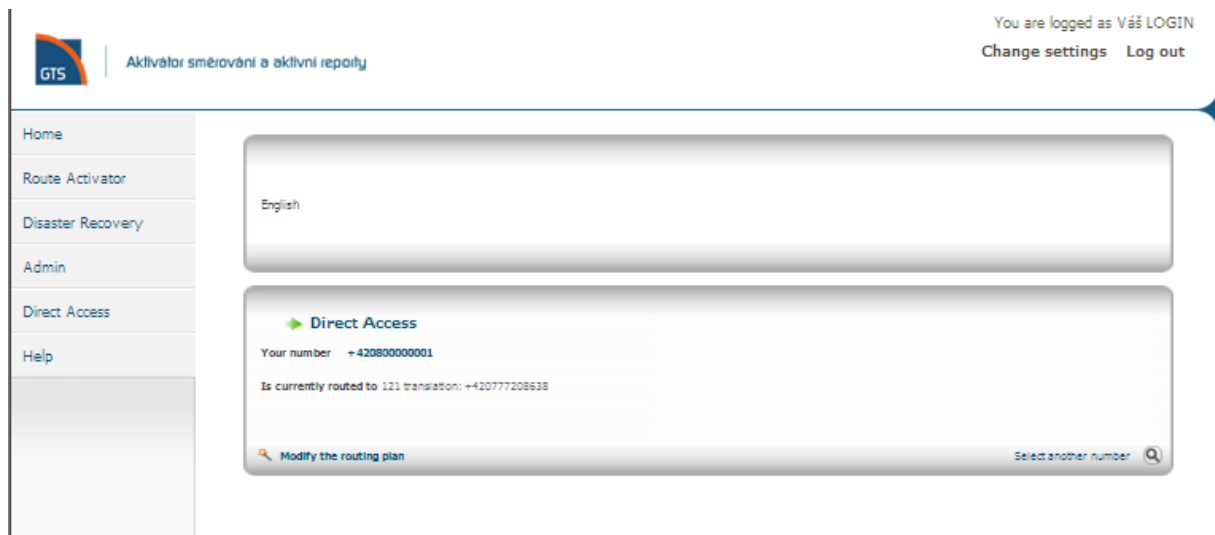
If the caller selects option 1, the call is automatically routed to a serial line representing 3 defined destination numbers. Routing to the destination number within this serial line is set to cyclic selection. The serial line contains 3 numbers (Group1) – Destination1= 225252526, Destination 2= 225252527, Destination 3= 225252528 without any queue settings.

If the caller enters option 2, the call is automatically routed to one of the two destinations - Destination 4= 225252529, Destination 5= 225252530. The traffic is divided 50-50 between the two destinations.

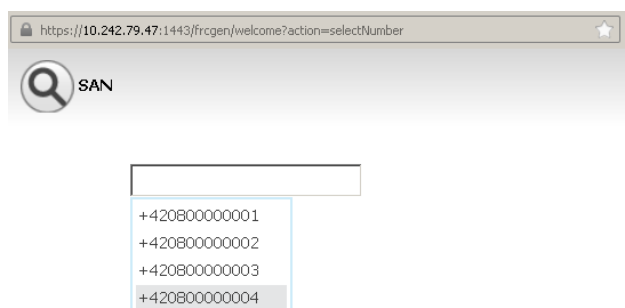
Outside working days (Saturdays, Sundays, public holidays), the call is automatically routed to the response message "Hello, you are calling outside the working hours. Please call our customer service line on working days from 9 a.m. to 5 p.m. ".

The procedure of setting the service in the "Routing Activator" web portal (Service is configured in the advanced environment)

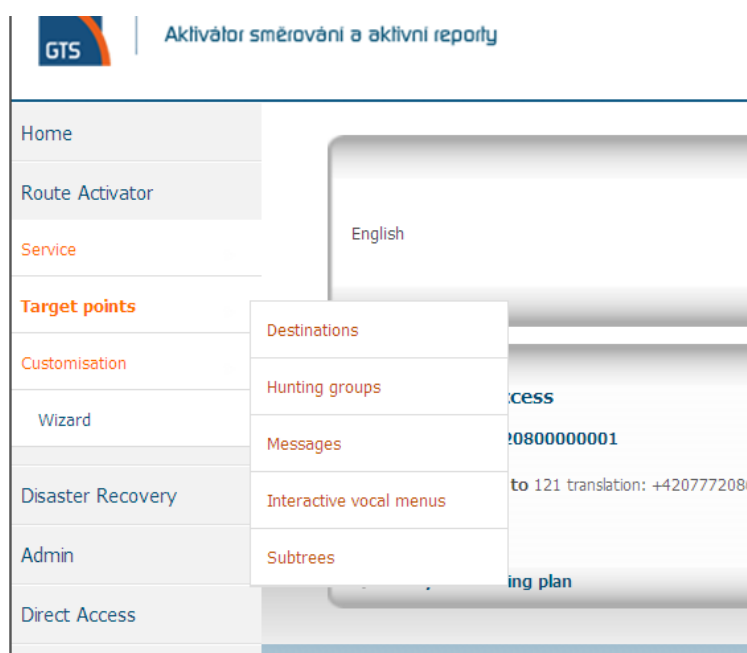
1. Log in



2. Select the number of the respective service that you wish to modify. In our case, select +420800000004.



3. Configure the Destination, the Serial line and Response messages, which is required for preparation of the Call plan. In order to set the destinations, select the "Routing activator > Destination points > Destinations".



Filters

	Destination	Number	Configure	Remove
	Ci1	+420225252526		
	Ci2	+420225252527		
	Ci3	+420225252528		
	Ci4	+420225252529		
	Ci5	+420225252530		

Total: 5 destination(s) - 105 available

Create new destination

4. Create a new destination and save it.

Destination Name *

Number *

Comment

Ci 1

420225252525

Options	Activated ?	Configure
Call queuing	No	
Call limiter	No	



Follow the same procedure to set other destinations to be used for preparation of the Call plan.

Filters

	Destination	Number	Configure	Remove
	Ci1	+420225252526		
	Ci2	+420225252527		
	Ci3	+420225252528		
	Ci4	+420225252529		
	Ci5	+420225252530		

Total: 5 destination(s) - 105 available

Create new destination

5. Prepare a Serial line without a queue. Go to the "Routing activator > Destination points > Serial lines" menu.

Hunting groups

Home / Route Activator / Target points / Hunting groups

Filters

	Name	Configure	Remove
	Skupina1		

Total: 1 group(s) used - 99 available

Create new LHG

Select "Create new series". Name "Group 1", then select the "Cyclic" parameter. Add new destinations by clicking "Add new destination". Save everything.

Modify a Line Hunting Group

Home / Route Activator / Target points / Hunting groups / Modify a LHG

Group Name 

Skupina1

Algorithm 

☐ Sequential ☒ Cyclic ☐ Parallel

Comment

Queuing :

Max waiting time in queue

0

Max connections attempts

0

Max queue size

0

Overflow destination

No destination 

Rank		Destination	Number	Remove	
1		011	+420225252526		
2	 	012	+420225252527		
3		013	+420225252528		

Add new destination 

The order of selecting destinations may be easily changed using the red and green arrows.

6. Prepare Response messages (voice announcements to the caller) in the next step. Select "Routing activator > Destination points > Response messages".

Messages

Home / Route Activator / Target points / Messages

Filters

	Name	Media	Type	Description	Configure	Remove
	Hláška 1	Audio	PRIVATE	Volte 1 pro sérii, volte 2 pro ...		
	Hláška 2	Audio	PRIVATE	Dobrý den, voláte mimo pracovní dobu. ...		
	A1	Audio	PUBLIC	you are at the first position in the Queue.		
	A2	Audio	PUBLIC	you are at the second position in the queue		
	A3	Audio	PUBLIC	you are at the third position in the queue		
	A4	Audio	PUBLIC	you are at the fourth position in the queue		

Total: 28 audio messages used - 998 available

Create a new message

Note. You have 2 options of creating a voice message for customers:

- Record your own response message. The message must be in .wav format, G.711, 8 kHz, mono.
- Order recording of the message from the service provider – GTS Czech s.r.o.

In order to create the message, select "Create a new message/announcement". Enter the wording/text of the message to the description for future reference. Record the file (.wav) using the "Browse" option. Save everything.

Message 1 for a call to enter a DTMF selection(example)

Message modification

Home / Route Activator / Target points / Messages / Message modification

Message properties

Message name*

Hláška 1

Description

Volte 1 pro sérii, volte 2 pro ...

Send message through*

☒

Czech (Czech Republic) announcement

Play audio file

Select new audio file

Procházet...

Message 2 stating "You are calling outside the working hours". (example)

7. Message modification

Home / Route Activator / Target points / Messages / Message modification

Message properties

Message name*

Hláska 2

Description

Dobrý den, voláte mimo pracovní dobu.

Send message through*

☒

Czech (Czech Republic) announcement

Play audio file

Select new audio file

Procházet...

This is the result of the settings

Messages

Home / Route Activator / Target points / Messages

Filters

	Name	Media	Type	Description	Configure	Remove
	Hláska 1	Audio	PRIVATE	Volte 1 pro sérii, volte 2 pro ...		
	Hláska 2	Audio	PRIVATE	Dobrý den, voláte mimo pracovní dobu. ...		
	A1	Audio	PUBLIC	you are at the first position in the Queue.		
	A2	Audio	PUBLIC	you are at the second position in the queue		
	A3	Audio	PUBLIC	you are at the third position in the queue		
	A4	Audio	PUBLIC	you are at the fourth position in the queue		

Total: 28 audio messages used - 998 available

Create a new message

7. The setting of the Destination, the Serial line and the Response message is ready. Now you can configure the "Production tree". Select "Routing activator > Service > Production trees".

Aktivátor směrování a aktivní reporty

Home

Route Activator

Service

Target points

Customisation

Wizard

Production trees

Home / Route Activator / Service

SANs

Production trees

Production trees
Home / Route Activator / Service / Production trees

	Tree name	Complete?	Active?	Schedule?	Disaster?	Edit	Duplicate	Remove
	Příklad 2	Yes	No	No	No			
	Příklad 3	Yes	Yes	No	No			
	Příklad 4	No	No	No	No			

Total: 3 production tree(s) used - 97 available

[Create a new tree](#)

8. Create a new tree. Select "Your calendar", the calendar called "public holiday"; select "Planning calendar" for "Public calendar" and save.

Create a new tree
Home / Route Activator / Service / Production trees / Create a new tree

Tree Properties

Tree name*

Příklad2

Service profile*

afs-adv-expert

SALs with afs-adv-expert profile

Version

Comment

Your Calendar

státní svátek

Public Calendar

Plánovací kalendář

Geographical Origin Group

Příklad2
 Add...

Current status building
 Duplicate
Save
Back to trees list...

9. Now you can configure the service. Select "Add", open the criteria menu.

Note. When in doubts, use help, see Menu>Help.

GT5 | Aktivátor směrování a aktivní reporty

You are logged as Vaš LOGIN
Change settings Log out

Home
Route Activator
Disaster Recovery
Admin
Direct Access
Help

Príklad2 + Add...

Criteria

- Your calendar
- Time of day
- Single area geographic
- En-route destination
- Route selection code
- CLIP_CLIR
- Day of week
- Standard IVR
- Percentage based routing
- Numeric code collection
- CLI group
- Registration Counter
- Public Calendar
- En-route message
- With caller
- Pin Code
- Language

Leaves

- Message leaf
- Line hunt group leaf
- Advanced IVR menu
- Destination number
- Hang up leaf
- Subtree leaf

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10. We will start our example with:
- configuration of the "Public holiday" calendar and setting of working days.

Public Calendar

Select type of days

☒ pracovní dny
☐ dny pracovního volna
☐ dny pracovního klidu

☐ all criteria on single branch

✓ ✗

- set the working hours to 9 a.m. to 5 p.m. Click Add for "Working days" and select "Time of the day". Save.

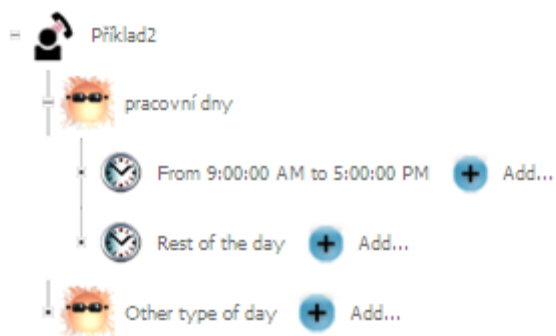
Time of day

Select time slots

1. From 9 h 00 min 00 s to 17 h 00 min 00 s Add

☐ all criteria on single branch

✓ ✗



11. Set routing using a DTMF selection.

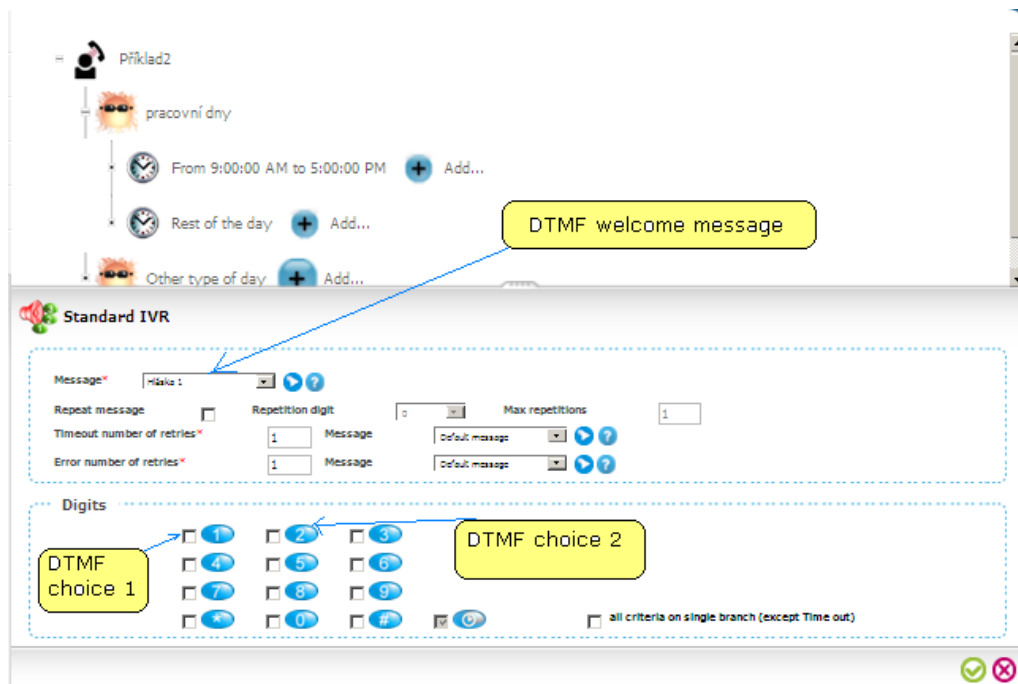
Click "Add"  Add... and select the "Standard IVR" criterion.  Standard IVR

Příklad2

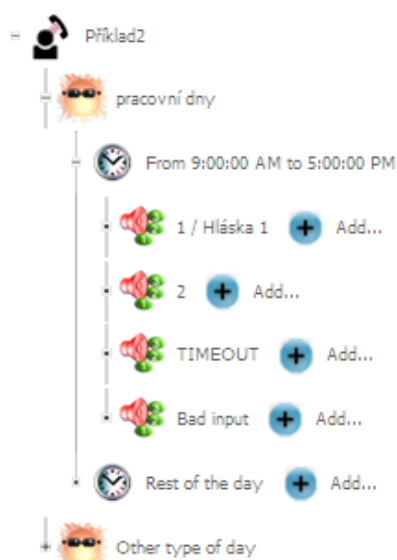
- pracovní dny
 - From 9:00:00 AM to 5:00:00 PM + Add...
 - Rest of the day + Add...
- Other type of day + Add...

Criteria			Leaves	
Your calendar	Day of week	Public Calendar	Message leaf	Destination number
Time of day	Standard IVR	En-route message	Line hunt group leaf	Hang up leaf
Single area geographic	Percentage based routing	With caller	Advanced IVR menu	Subtree leaf
En-route destination	Numeric code collection	Pin Code		
Route selection code	CLI group	Language		
CLIP_CLIR	Registration Counter			

In DTMF settings, "Response message", select "Message 1" and tick options 1 and 2 in "Digits".



12. The result will be the following:



After selection of DTMF 1, the call will be routed to a serial line in our example. In case of DTMF 2, the call will be routed to one of the two destinations. If the caller does not make a choice, the call will be terminated in our case.

For DTMF 1, select "Add" and add the list "Serial line"



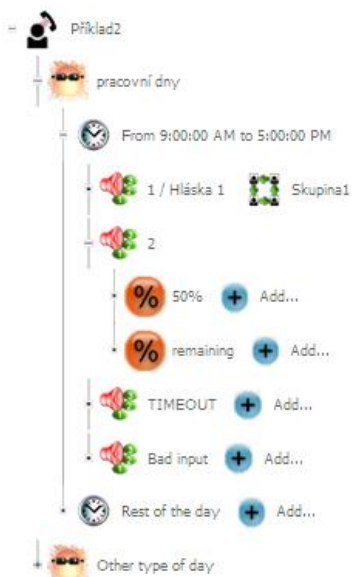
Select the name of the Serial line.

For DTMF, select the "Percentage routing" criterion

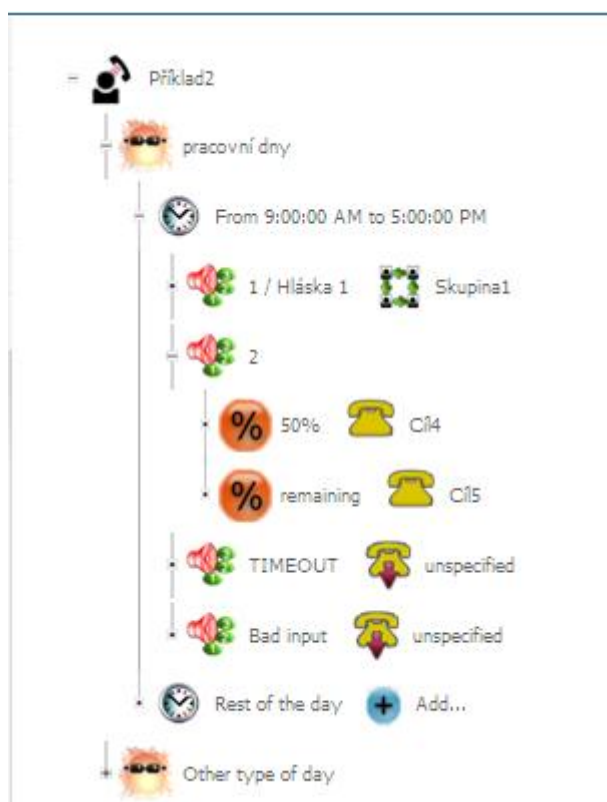


Enter 50%.

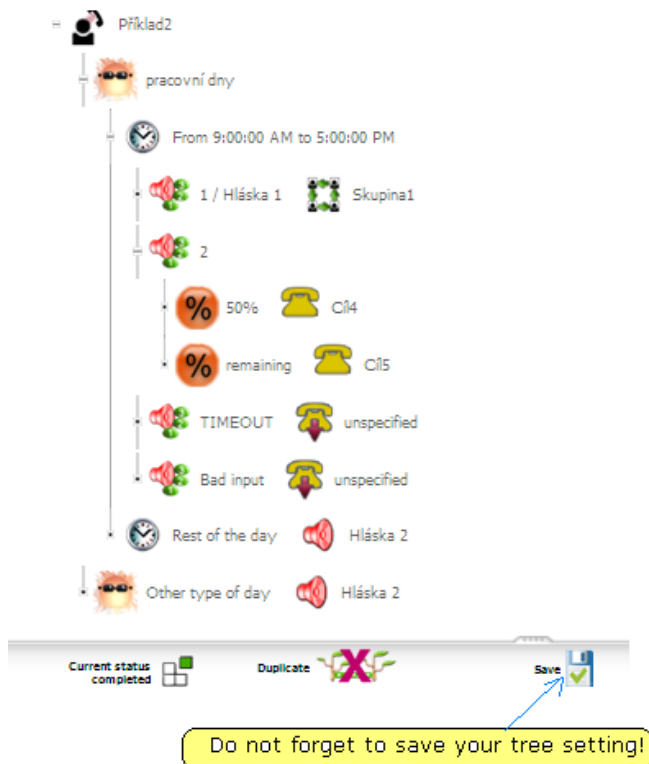
In case of no selection or an incorrect selection, add "Call hang up"



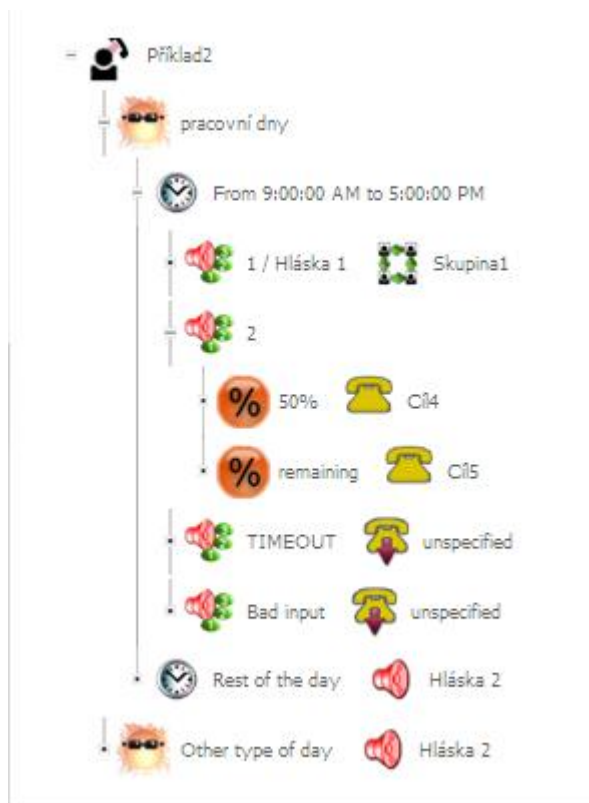
13. Destinations must be set for % based routing. These include Destination 4 and Destination 5. No additional conditions in this example.



14. Now add Message 2 to criteria "Rest of the day" and "Other day type". Do not forget to save the settings.

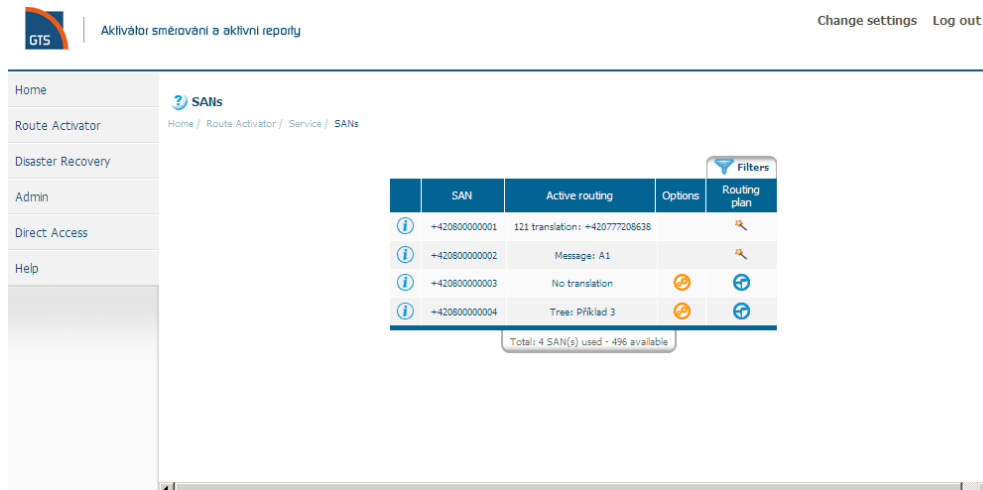


The following picture illustrates the settings.

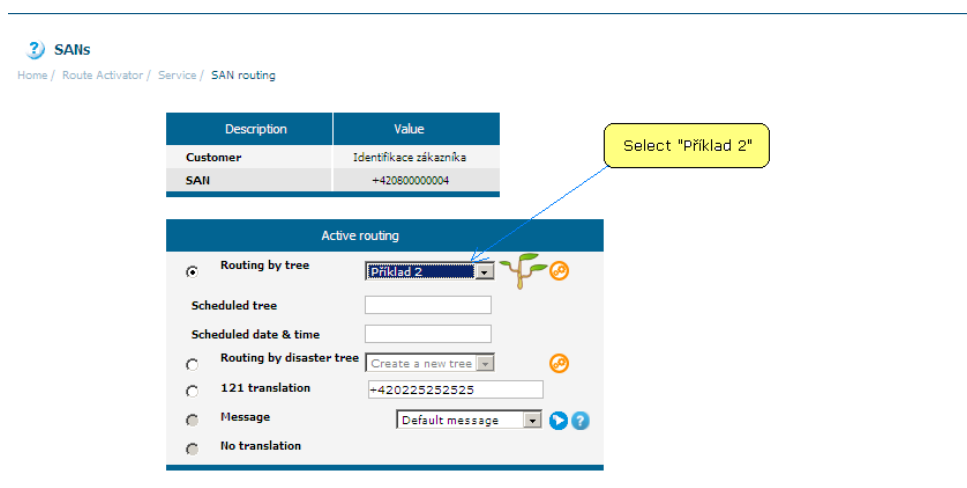


15. Now just assign the Production tree to the SAN service telephone number.

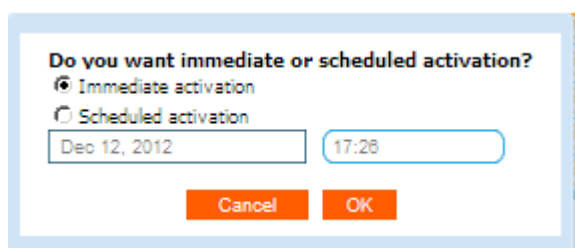
Enter the Menu – Routing Activator > Service > SAN.



For SAN +420800000004 number, push the button and select "Routing by tree" and assign "Example 2".



Save. Select immediate activation or postpone start from the menu.



If you choose "Now", the service will be active within 60 seconds.

16. Saving a backup copy of the production tree is recommended!

The user can only edit a production tree which is not in the "active" mode. If you wish to edit a production tree, create a copy of the currently active production tree which you can edit as you wish.

Production trees
Home / Route Activator / Service / Production trees

Select Duplicate sign next to the tree you want to back up

	Tree name	Complete?	Active?	Schedule?	Disaster?	Edit	Duplicate	Remove
	Příklad 2	Yes	No	No	No			
	Příklad 3	Yes	Yes	No	No			
	Příklad 4	No	No	No	No			
	Příklad2	No	No	No	No			

Total: 4 production tree(s) used - 96 available

Create a new tree

Duplicate an existing tree

Home / Route Activator / Service / Production trees / Duplicate an existing tree

Tree Properties	
Source tree name*	Příklad 2
Target tree name*	
Version	
Comment	
Your Calendar	státní svátek
Public Calendar	Plánovací kalendář
Geographical Origin Group	
Mobile cells splitting	

5 Service deconfiguration wizard

If you wish to remove a configuration, proceed in the opposite direction.

Select the removal button for the respective item and confirm .
Example: removal of a Production tree.

Production trees
Home / Route Activator / Service / Production trees

For deletion of the call plan, click on the Remove button

	Tree name	Complete?	Active?	Schedule?	Disaster?	Edit	Duplicate	Remove
	Příklad 2	Yes	No	No	No			

6 Abbreviations and concepts

Retail, RT – retail division of GTS Czech

Wholesale, WS – wholesale division of GTS Czech

WO – Weborder – electronic order

WC – Webcare – electronic portal for service administration by customer/user

CWI – customer web interface

CWI Wizard – a simpler, instructive version of CWI application

CWI Advanced – a more complex version of CWI application for advanced services

SAN – service access number (colour number)