



## AutoRoute Guide

The AutoRoute feature allows calls to be forwarded automatically to the right employee, ACD Queue, or even blocked before it even gets answered — based on the CallerID of the caller. When a caller dials in, your AutoRoute feature can route the call in one of the following six ways:

- to an extension
- to an extension's voicemail box
- to a TrueACD Queue
- to an extension's Fax mail box
- to the System Operator
- block the call by playing a blocked call message and hang up the call

### For Phone Numbers, Regions, and Area Codes

When entering an AutoRoute entry, you can enter the fully phone number, or a portion of the phone number. For more information, see below.

### AutoRoute Configuration

**NOTE:** In order to proceed, you will need to know the following: VirtualPBX phone number, your extension number, and your web password.

If you do not have these, please ask your system administrator or VirtualPBX Support. Please refer to Step 6 of the Quickstart videos for help in configuring your AutoRoute feature: <http://www.virtualpbx.com/support/online-training/>

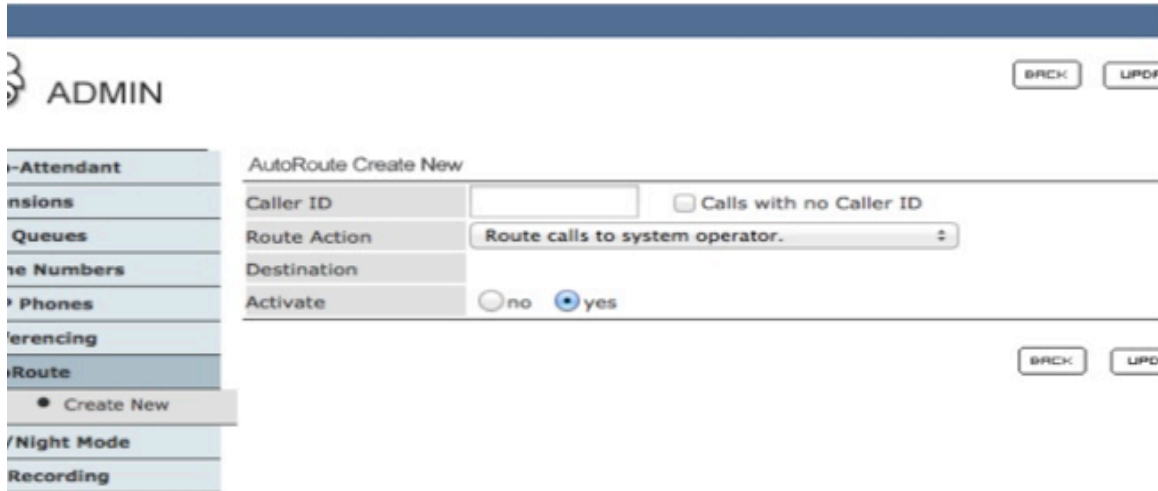
AutoRoute entries are triggered based on a complete phone number or portions of the incoming CallerID. The hosted PBX system recognizes numbers corresponding to one of the following lengths:

- **No Caller ID:** Calls with no CallerID. Result: All the numbers with no CallerID specified are routed to a destination chosen by the system administrator.
- **4 digits:** 1 + 3-digit area code. Example: '1408'. Result: All numbers in the '408' area code are routed to a destination chosen by the system administrator.
- **5-7 digits:** 1 + 3-digit area code + first digit of the prefix. Example: '14085'. Result: All numbers in the '408' area code with '5' as the first digit in the prefix are routed to a destination chosen by the system administrator.
- **6 digits:** 1 + 3-digit area code + first two digits of the prefix. Example: '140856'. Result: All numbers in the '408' area code with '56x' prefix are routed to a destination chosen by the system administrator.
- **7 digits:** 1 + 3-digit area code + a complete prefix. Example: '1408567'. Result: All numbers in the '408' area code with '567' prefix are routed to a destination chosen by the system administrator.
- **11 digits:** 1 + 3-digit area code + the complete phone number. Example: '14085556789'. Result: Only a CallerID of 1-(408)567-6789 is routed to a destination chosen by the system administrator.

## AutoRoute Settings

The AutoRoute data listing provides an overview of all currently configured AutoRoute numbers, their status, routing destination, and control of AutoRoute's effect on all VirtualPBX numbers or a select few. Each AutoRoute entry can be edited from this table view as well.

**Create New:** Will load the AutoRoute Create New page.



The screenshot shows the 'ADMIN' interface with a sidebar on the left containing menu items: Attendant, Extensions, Queues, Phone Numbers, Phones, Referencing, AutoRoute (with a sub-item 'Create New'), Night Mode, and Recording. The main content area is titled 'AutoRoute Create New' and contains the following fields:

- Caller ID: A text input field.
- Calls with no Caller ID: A checkbox.
- Route Action: A dropdown menu with the selected option 'Route calls to system operator.'
- Destination: A text input field.
- Activate: Radio buttons for 'no' and 'yes', with 'yes' selected.

At the top right and bottom right of the form area are 'BACK' and 'UPDATE' buttons.

### Enable System-Wide AutoRoute:

- **Yes:** Enables AutoRoute functionality for all phone numbers that ring into a VirtualPBX System. Incoming calls that match an AutoRoute entry will be routed to their specified locations. The Enable on each VPBX Number link is also removed.
- **No:** Allows the system administrator to enable AutoRoute for specific phone numbers ringing into a VirtualPBX System. The Enable on each VPBX Number link becomes available; its functionality is described below.

**Enable on each VPBX Number:** Clicking on this link sends the system administrator to the AutoRoute Enable page where AutoRoute can be enabled or disabled for each number ringing into a VirtualPBX System.

**Activate:** Enables/Disables AutoRoute for the corresponding CallerID.

**CallerID:** Displays the 4-, 5-, 6-, 7-, or 11-digit number this is routed when it arrives at the VirtualPBX System.

**Route Action:** Displaying how the call will be routed based on the CallerID.

**Destination:** Displays the specific extension or ACD Queue name as follows:

- If a number is being autorouted to an extension, an extension's voicemail, or an extension's faxmail, this field will show a specific extension number.
- If a number is being autorouted to an ACD Queue, the Queue Name will be listed here.
- If a number is being blocked or autorouted to the System Operator this field will be empty.

### Edit/Delete Column:

- **Edit:** Clicking on the Edit link will load the AutoRoute Edit page.
- **Delete:** Clicking on the Delete link will load a Confirmation page. Accept the confirmation to perform the delete.



UPDATE

<b>Auto-Attendant</b>	AutoRoute Data <span style="float: right;">?</span>				
<b>Extensions</b>	Enable system wide AutoRoute: <input checked="" type="radio"/> Yes <input type="radio"/> No				
<b>ACD Queues</b>	Page 1 (1 - 9)				
<b>Phone Numbers</b>	<b>Activate</b>	<b>Caller ID</b>	<b>Route Action</b>	<b>Destination</b>	
<b>VoIP Phones</b>	<input checked="" type="radio"/> no <input type="radio"/> yes	12133659265	To fax	804	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Conferencing</b>	<input type="radio"/> no <input checked="" type="radio"/> yes	14085551234	To sysop		<a href="#">Edit</a> <a href="#">Delete</a>
<b>AutoRoute</b>	<input checked="" type="radio"/> no <input type="radio"/> yes	14085559918	To sysop		<a href="#">Edit</a> <a href="#">Delete</a>
<b>• Create New</b>	<input checked="" type="radio"/> no <input type="radio"/> yes	15106663626	To queue	Support Dept	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Day/Night Mode</b>	<input checked="" type="radio"/> no <input type="radio"/> yes	15107776326	To queue	Sales Dept	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Call Recording</b>	<input checked="" type="radio"/> no <input type="radio"/> yes	16505577755	Block		<a href="#">Edit</a> <a href="#">Delete</a>
	<input type="radio"/> no <input checked="" type="radio"/> yes	1800976	Block		<a href="#">Edit</a> <a href="#">Delete</a>
	<input type="radio"/> no <input checked="" type="radio"/> yes	1831	To extension	802	<a href="#">Edit</a> <a href="#">Delete</a>
	<input checked="" type="radio"/> no <input type="radio"/> yes	1877976	To sysop		<a href="#">Edit</a> <a href="#">Delete</a>

UPDATE