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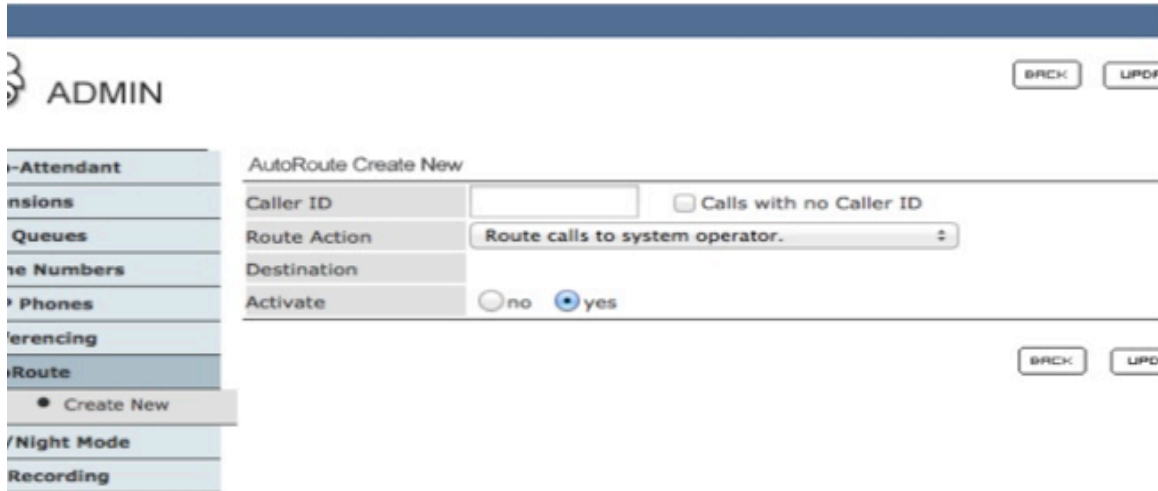
AutoRoute entries are triggered based on a complete phone number or portions of the incoming CallerID. The hosted PBX system recognizes numbers corresponding to one of the following lengths:

• **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.

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.