

AltiGen Phone Systems

Advanced Call Router

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Advanced Call Router is a call-handling tool for AltiWare software that uses the AltiAdmin Auto Attendant and the Data Directed Routing (DDR) features to match incoming trunk call data against existing customer records that you build using the Basic Call Router GUI. Calls can be intelligently routed before they are answered, based on Basic Call Router's routing "rules." The Advanced Call Router provides the added ability to use wildcard variables in defining route rules. In addition, it can also be integrated with a SQL database as the data source for the route rules. Advance Call Router is also capable of informing callers of their position in a workgroup queue with its Queue Announcement feature built on algorithms of number of calls in queue and average wait time. Routing can be based on specific "IF-Else" logic statements as defined in Call Router's routing "rules." The Call Route Request data consists of Caller ID, Caller Entered Digits*, IVR Data**, Form Data*** and DNIS.

"AltiGen Automated Routing Example"

"Call Routing by Area Code or Customer Number"

This example makes use of the standard Auto Attendant and the optional Advanced Call Router application to deliver calls through the AltiServ where the caller can select an option in the Auto Attendant to input information (digits), and as a result, the call will then be specifically routed based on previously defined call routing parameters.

Scenario

Caller calls a toll free number of company to get more information for a local service center. After hearing the initial greeting of the company's Auto Attendant, the caller is presented with a list of options.

One option can be "To locate the Service Center in your area by Area Code press 2", another can be "To locate your account team please using your customer number press 3." In either option, the caller is presented with the opportunity to input information, which is either a valid area code or account number here in our example.

Depending on the option selected and digits inputted, the collected information is sent to the Advanced Call Router where it performs a search and match, and based on that match the call is then routed to the pre-defined destination. This process remains transparent to the caller. The destination can be to a specific workgroup, specific agent/extension, or even to an information-only mailbox where they can hear a recording with pertinent information. If there is no match or if the caller entered an invalid response, the call can be routed to the operator for assistance or back to the Auto Attendant.

Example 1 - User can use this to have the system route by area code to the nearest customer service center or information mailbox with contact information and the appropriate service center information.

Example 2 - User can use this to have the system route by account code to their specific account team or account rep based on input of the account number.