CALLISTO

PHONEDIVERSIONS

ADMINISTRATION MANUAL

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Setup

Installation

PhoneDiversions is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter Options of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the PhoneDiversions application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

State	Provides access to the *State* tab.
Groups	Provides access to the *Groups* tab.
CallHandler	Provides access to the *Call Handler* tab.
Reports	Provides access to the *Reports* tab.

Access

Configure icon

Administrators can access the PhoneDiversions configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the PhoneDiversions instance and click on the *Configure* icon.

Users who were granted privileges to access the PhoneDiversions instance can do so by navigating to Applications in the main menu and clicking on the name of the PhoneDiversions instance.

Overview tabs

State

The *State* tab within the application's web GUI gives users an overview allows users to activate or deactivate diversions. This section provides the necessary controls for performing these actions.

Groupname	Description	Destination	Username	State
Front desk	Diversion to the front desk phone	1022	Tamara Farrow, Sales	Diversion active
1st level tech support	1st level group phone	9223	Sara Tait, Support	Diversion active
2nd level tech support	2nd level group phone	9271	Claudia Draxler, IT	Diversion inactive
After-hour support	For urgent cases outside business hours	5484	Vladislav Jovanović, IT	Diversion active
Billing & Accounts	Inquiries regarding bills and subscriptions	1071	Maria Rossi, Accounting	Diversion active

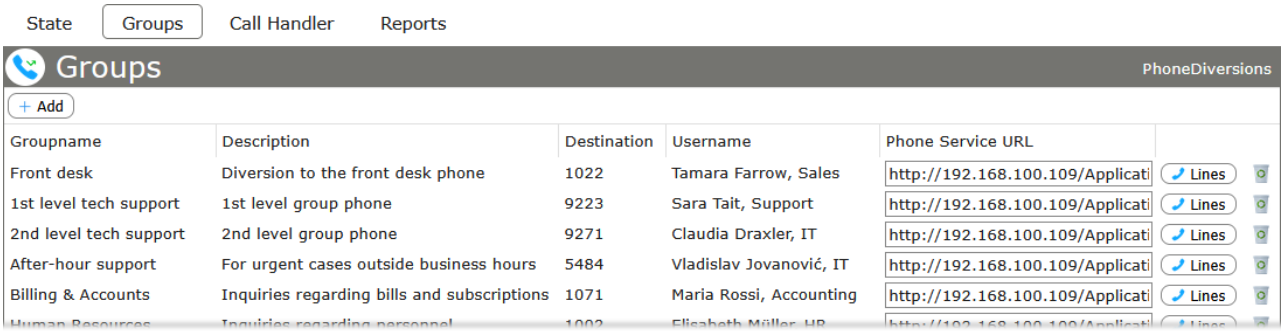
Groups

In the *Groups* tab of the application, you can manage all the defined Diversion groups. This includes creating and deleting groups. Once a group is created, it will be listed in the *State* tab.

To create a new group, click on the Add button and fill in the following form fields:

- Name: A descriptive name for the diversion group
- Description: Additional information about the group
- Destination: The specific target number destination for the group.

The Phone Service URL contains a parameter called groupID, which corresponds to each group. You can copy this URL to the Communication Manager. Further details about this service are explained in the chapter [CUCM configuration](#).



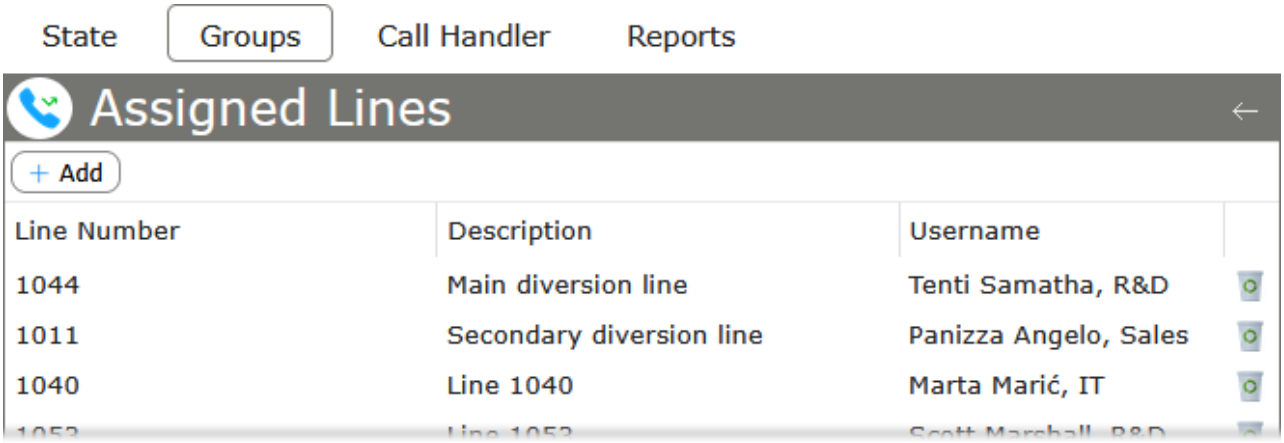
Groupname	Description	Destination	Username	Phone Service URL	
Front desk	Diversion to the front desk phone	1022	Tamara Farrow, Sales	http://192.168.100.109/Applicati	Lines
1st level tech support	1st level group phone	9223	Sara Tait, Support	http://192.168.100.109/Applicati	Lines
2nd level tech support	2nd level group phone	9271	Claudia Draxler, IT	http://192.168.100.109/Applicati	Lines
After-hour support	For urgent cases outside business hours	5484	Vladislav Jovanović, IT	http://192.168.100.109/Applicati	Lines
Billing & Accounts	Inquiries regarding bills and subscriptions	1071	Maria Rossi, Accounting	http://192.168.100.109/Applicati	Lines

The Lines button opens a configuration page where you can assign lines to the corresponding group. You can add, rename, or delete lines in this section. When adding a new line, fill in the following information:

- Line number: The target line number
- Description: A descriptive name for the line

The usernames shown in both the *Groups* view and the *Assigned Lines* view always display the username

associated with the given line number, as set in the Callisto user administration.



Call Handler

The Call Handler tab is used to configure how incoming calls are handled.

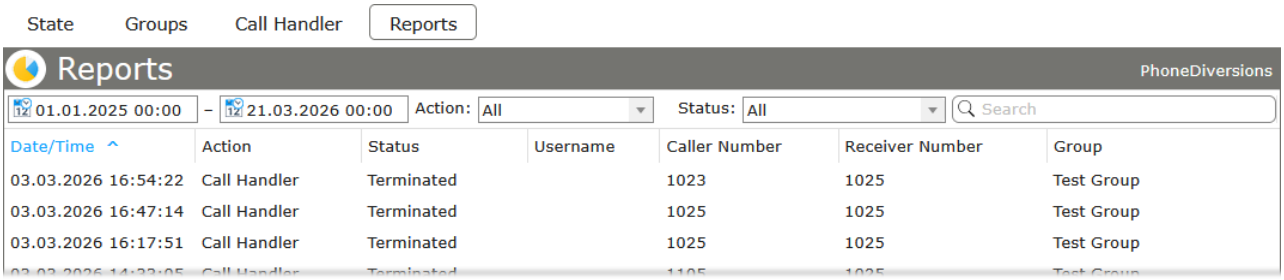
If an incoming call to the PhoneDiversions number was redirected before, Call Handler gives users the ability to redirect the call back to the initial number (the previous audio announcement will be played to the caller). Alternatively, the audio announcement can be played without redirecting the call to the initial number by disabling the Connect with called destination number option seen in the screenshot below.

In the text field Direct Access Numbers, the user can define numbers that will be connected to the initial number immediately, both overriding the Connect with called destination number option and omitting the audio announcement.

By clicking on the Upload new audio file button, a new dialog opens where audio files can be uploaded.

Reports

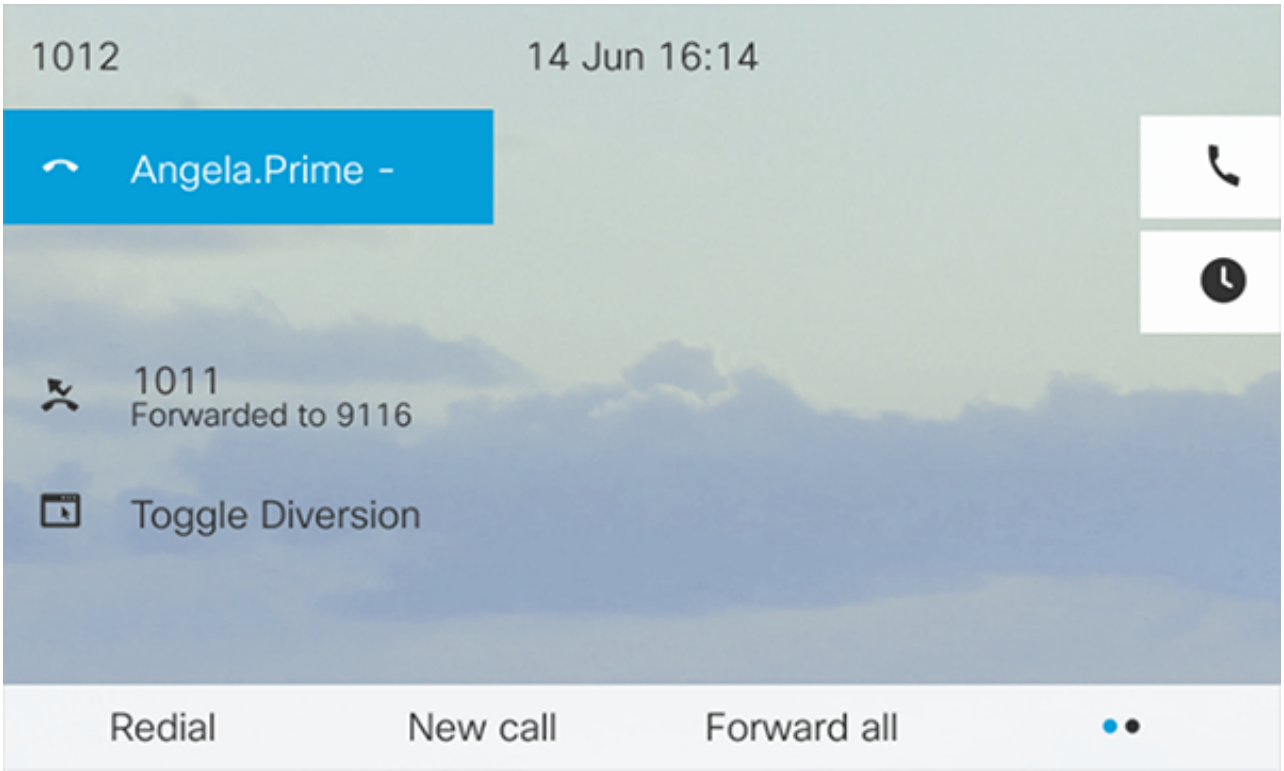
The Reports tab keeps track of any changes regarding activation/deactivation of diversions, as well as call transfers.



Phone GUI

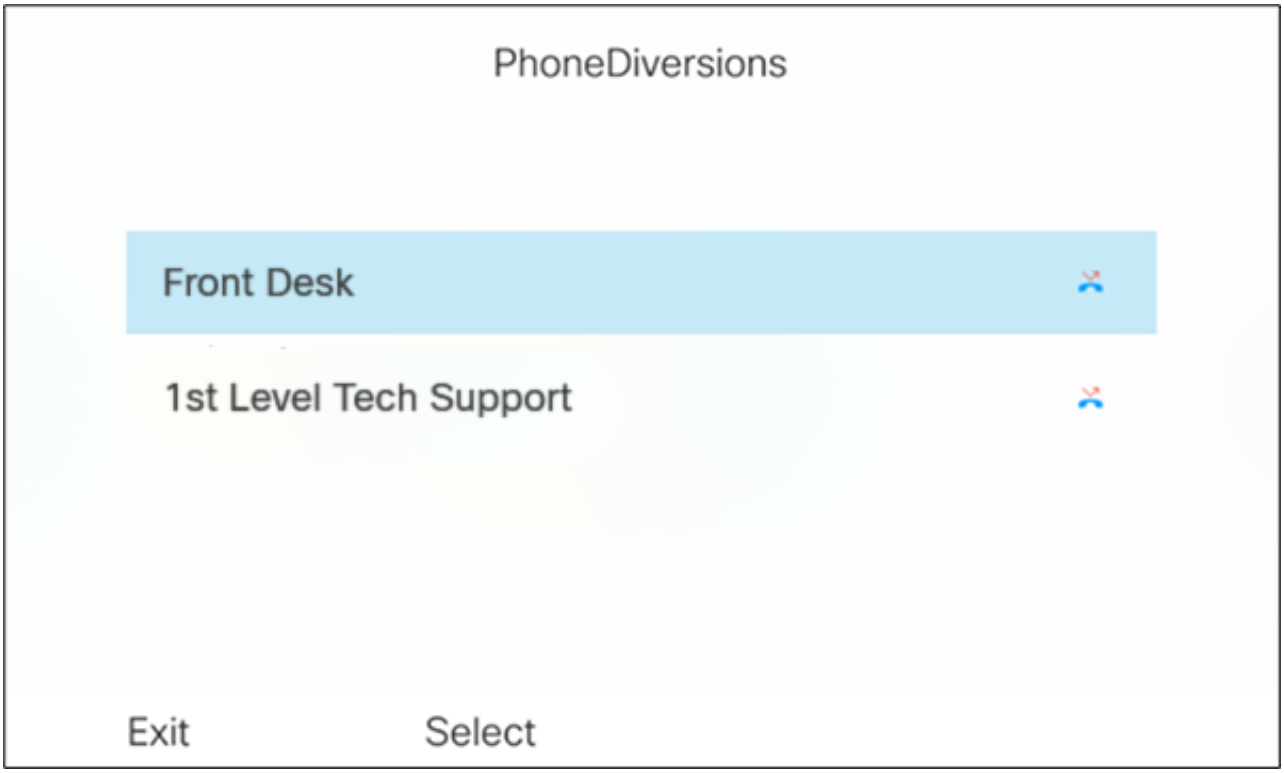
Phone Menu

The PhoneDiversion service can be added to a line button on the phone. You can send the ID of a diversion group as a parameter in the URL of the phone service.



If the parameter value is defined and set in the URL, pressing the Toggle Diversion button on the phone will toggle the diversion for the respective group based on its current state.

If the parameter value is not set, and there is only one diversion group, pressing the button will toggle the diversion for that group. However, if there are multiple groups, pressing the button will display a menu on the phone, listing all the groups. From this menu, you can select the desired group to toggle the diversion.

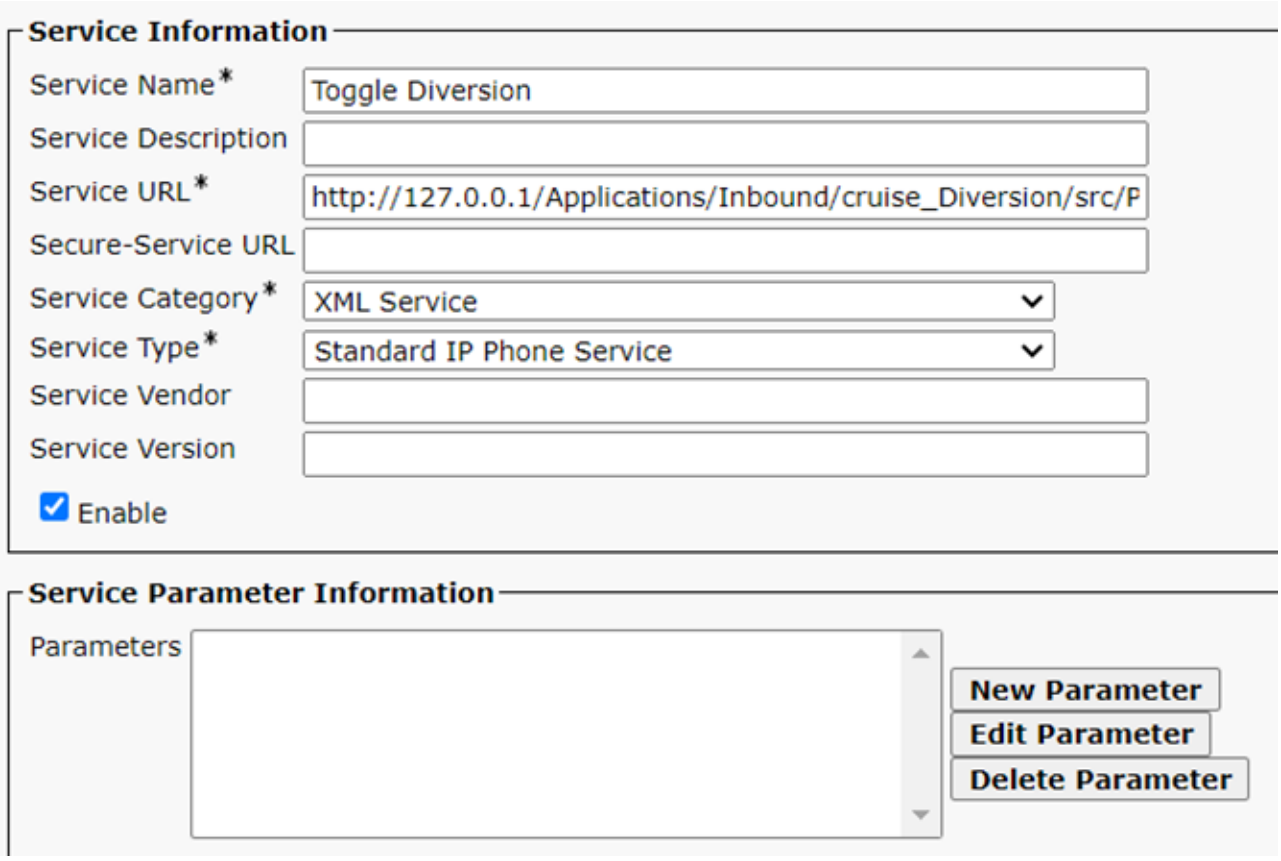

PhoneDiversions
Front Desk
1st Level Tech Support
Exit
Select

CUCM Configuration

The configuration for the corresponding Phone Service is done in the Communications Manager.

Paste the URL from the *Groups* tab into the Service URL input field in CUCM.

If a parameter is sent through the URL, ensure that it is not added to the *Parameters* section at the bottom of the configuration page.



For more detailed instructions on configuring Cisco phone services, please refer to the Configuration of Cisco UCM manual.

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