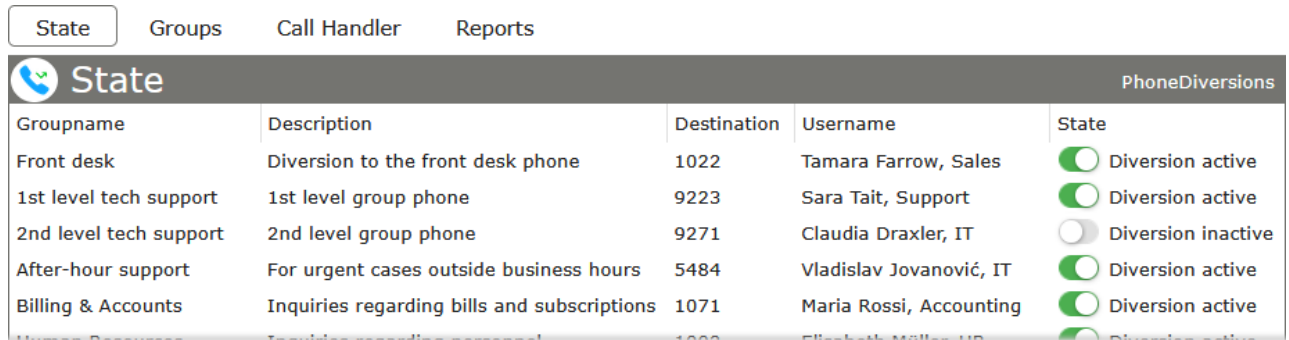


Overview tabs

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	<input checked="" type="checkbox"/> Diversion active
1st level tech support	1st level group phone	9223	Sara Tait, Support	<input checked="" type="checkbox"/> Diversion active
2nd level tech support	2nd level group phone	9271	Claudia Draxler, IT	<input type="checkbox"/> Diversion inactive
After-hour support	For urgent cases outside business hours	5484	Vladislav Jovanović, IT	<input checked="" type="checkbox"/> Diversion active
Billing & Accounts	Inquiries regarding bills and subscriptions	1071	Maria Rossi, Accounting	<input checked="" type="checkbox"/> Diversion active
Human Resources	Inquiries regarding personnel	1002	Elizabeth Miller, HR	<input checked="" type="checkbox"/> Diversion active

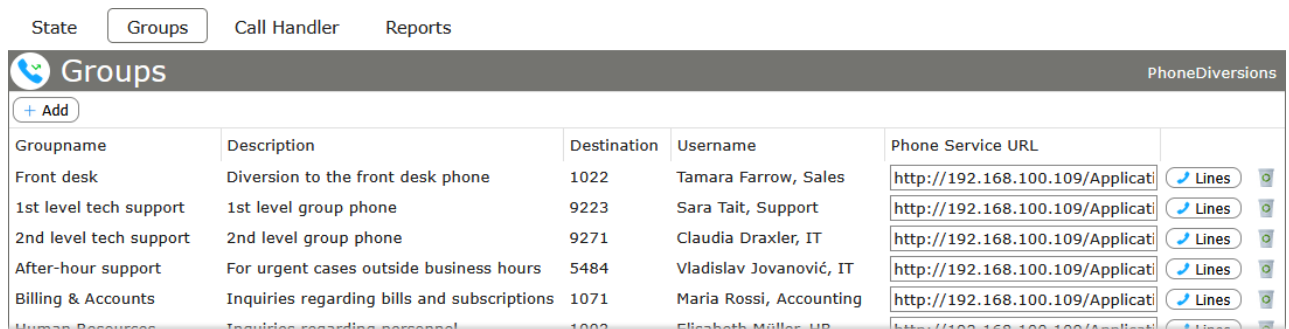
Groups

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	Lines
Front desk	Diversion to the front desk phone	1022	Tamara Farrow, Sales	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> Lines
1st level tech support	1st level group phone	9223	Sara Tait, Support	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> Lines
2nd level tech support	2nd level group phone	9271	Claudia Draxler, IT	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> Lines
After-hour support	For urgent cases outside business hours	5484	Vladislav Jovanović, IT	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> Lines
Billing & Accounts	Inquiries regarding bills and subscriptions	1071	Maria Rossi, Accounting	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> Lines
Human Resources	Inquiries regarding personnel	1002	Elizabeth Miller, HR	http://192.168.100.109/Applicati	<input checked="" type="checkbox"/> 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](#).

State **Groups** Call Handler Reports

Assigned Lines

+ Add

Line Number	Description	Username	
1044	Main diversion line	Tenti Samatha, R&D	
1011	Secondary diversion line	Panizza Angelo, Sales	
1040	Line 1040	Marta Marić, IT	
1053	Line 1053	Scott Marshall, R&D	

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.

State Groups Call Handler **Reports** PhoneDiversions

01.01.2025 00:00 - 21.03.2026 00:00 Action: All Status: All Search

Date/Time ^	Action	Status	Username	Caller Number	Receiver Number	Group
03.03.2026 16:54:22	Call Handler	Terminated		1023	1025	Test Group
03.03.2026 16:47:14	Call Handler	Terminated		1025	1025	Test Group
03.03.2026 16:17:51	Call Handler	Terminated		1025	1025	Test Group
03.03.2026 14:33:05	Call Handler	Terminated		1105	1025	Test Group