CALLISTO

EXTERNAL CALL CONTROL

ADMINISTRATION MANUAL

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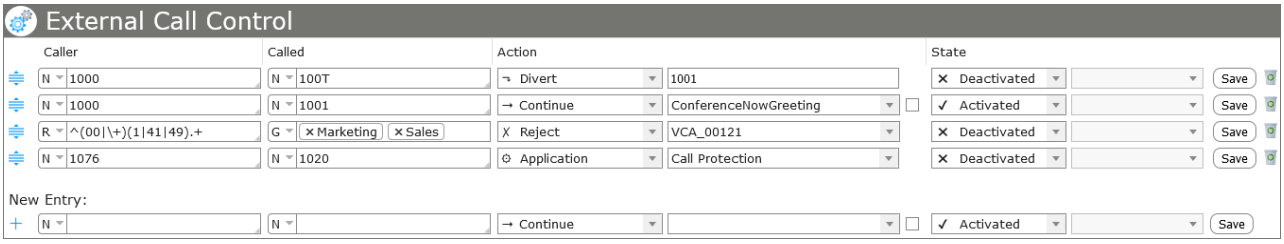
Manual

Callisto supports the Cisco Unified Communications Manager's *External Call Control* feature. In order to use it, the phones must be correctly configured. Please refert to the CUCM configuration manual.

The *External Call Control* feature can cause massive traffic to Callisto and may take up many resources.

Choose System > External Call Control.



Filters

Use the Caller and Called input fields to set up a filter for External Call Control. There are three available kinds of filters available from the drop-down lists to the left of the input fields.

Filter by number

Set a single number or a set of numbers for the filter. To define a set of numbers, there are two available wildcard characters: The letter "T", which substitutes for zero or more characters, and the full stop ("."), which substitutes for exactly one character.

Various number filters.

Filter	Numbers to be filtered
555..	all numbers from 55500 to 55599
111.1	11101, 11111, 11121, …
555T	555, 5551, 555123456789, …

Filter by regular expression

To set an advanced filter, you can define a regular expression. For more information, refer to the regular expressions quick reference.

Filter by user groups

Numbers can be filtered based on whether they are present in a specific user group. For more details on user groups, please refer to the chapter User administration.

Actions

Using the drop-down list Action, the following actions can be conducted on calls. Actions can be configured using various attributes.

A call can trigger multiple actions if it matches the respective filters. Actions will be executed in order of how

they are listed in External Call Control. You can change the order by pressing and holding the *sort* icon on the very left of each list item. Actions marked with a *flag* icon will override this feature and prevent the execution of any subsequent actions.

1. Continue: The call will be forwarded to the *called* number. The first attribute is an announcement which will be played before the call proceeds.Ticking the checkbox will activate name resolving: If the number is present in the Callisto directory, the caller's user name will be displayed on the call receiver's phone.
   Name resolving works only with CUCM v10.x and higher.
2. Continue – ?: The continue action as described above will be executed, but no other subsequent actions will be executed.
3. Divert: The call will be redirected to another number than initially dialed. The attribute for this action is the number to which the call will be diverted.
4. Reject: The call will be ended automatically. You can set an announcement that will be played before the call ends.
5. Application: The call will be handled by the selected application.
6. Application – ?: The call will be handled by the selected application and no other subsequent actions will be executed.

In the State drop-down list, the filter can be set to active, inactive or scheduled.

Schedules

Choosing the tab Schedules, you can set the time frames when a filter is active. Each schedule may contain none, one or multiple time frames.

There are two kinds of time frames: The *Day of week* format for time frames depending on the day of week, and the *Date* format for fixed dates. Time frames can also be added or modified after the schedule was created.

Assign a schedule to a filter by setting the filter's State to Scheduled, then select the schedule from the right-hand drop-down list.

Application

An Application can be added, installed, updated, and deleted the same way as in the Open Applications Manager and startup scripts. If the the application has a frontend, it can be configured by using the *Configure* icon.

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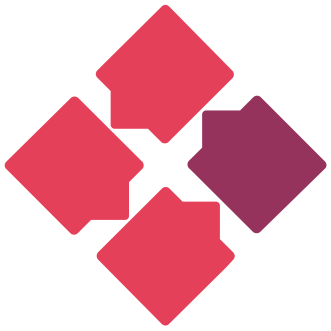

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