

# Group Call Setup

The automatic group call setup enables the webphone to dial a group of SIP numbers in sequence. The webphone dials the first number, if the number is not connected because it is busy or for other purposes, the webphone automatically dials the next associated number, and the process continues until the call is answered by any of the associated numbers in the group. The webphone stops the dialing sequence when a connection is made.

## **Service Number:**

The service number can be any number different from the group Sipnumbers. The user can use any number as a service number, according to his needs. Example: 8008001, 700700, 02785643, etc. The service number is an alias used to dial a VoIP number or a group of VoIP numbers.

A group can have more than one service number, but not more than the SipNumbers in the group. A service number must be associated with the start SIP number to initiate the sequence group call. It's possible to associate the same start SipNumber with different service numbers.

## **Why use a service number to call a group?**

SipNumbers are usually very long numbers that may be difficult to remember, so the user may decide to create a shorter number if he wants. Another reason is that, in the case of a call center implementation, the user may assign a different service number to each of the call center customers. The different numbers route calls to the same call center group.

The user can choose any number he likes as the service number, for example, *800.8001*.

## **Group SipNumbers:**

The SIP numbers that make up the group and must be registered SIP numbers.

## **Group Sequence Call Setup and Configuration:**

The user can set up the group call from his dashboard. Click on the SipNumber and edit the fields necessary for the configuration:

### **1 - SipNumbers:**

The registered SIP number cannot be modified.

### **2: Next Number:**

The Next Number is the associated SipNumber that is dialed after the SipNumber. This field must contain an existing, registered, and active SipNumber.

To end the group call loop, the Next Number field of the last SipNumber in the group must be *0000*.

### **3: Start Number:**

Is the first SipNumber dialed by the service number. It must be a registered and active SIP number. The sequence starts from the position of the SipNumber corresponding to the start number.

### **4: Service Number:**

Is the number created by the user to dial the group. A group can have different service numbers. A service number must have a start number.

Empty field: Always add "1" in the empty fields, as in the examples.

***To dial directly a SipNumber included in a group setup, and to prevent it from dialing the associated next number ;*** the sipnumber must terminate with " T ". The caller need to add " T " at the end of the SipNumber. Example 214777001 becomes 21477701T. If its not terminated, it will dial the associated next number

**Example of group setup and configuration:**

In the first example, there are six SIP numbers and three service numbers.

In the second example, there are six SIP numbers and two service numbers.

In the third example, there are six SIP numbers and one service number.

In the fourth example, there is one SIP number and one service number.

**Example 1**

Sip number	Next Number	Service number	Start number
77721401	77721402	8008001	77721401
77721402	77721403	1	1
77721403	77721404	8008002	77721401
77721404	77721405	1	1
77721405	77721406	8008003	77721403
77721406	00000	1	1

**Example 2**

Sip number	Next Number	Service number	Start number
77721401	77721402	8008001	77721401
77721402	77721403	1	1
77721403	77721404	8008002	77721401
77721404	77721405	1	1
77721405	77721406	1	1
77721406	00000	1	1

**Example 3**

Sip number	Next Number	Service number	Start number
77721401	77721402	8008001	77721401
77721402	77721403	1	1
77721403	77721404	1	77721401
77721404	77721405	1	1
77721405	77721406	1	1
77721406	00000	1	1

**Example 4**

Sip number	Next Number	Service number	Start number
77721401	0000	8008001	77721401