APPLICATION NOTE - 22

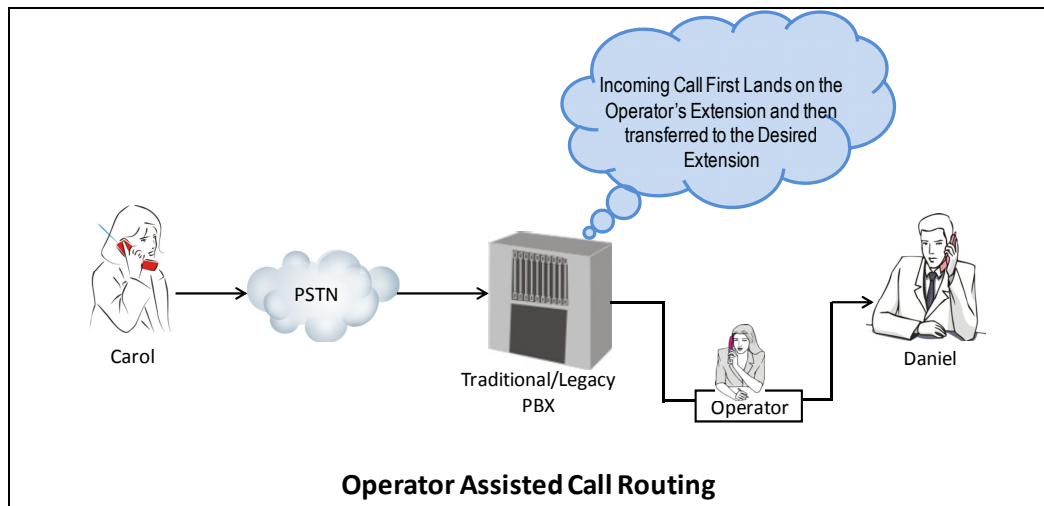**Feature:** CLI based Routing

Product: ETERNITY NE/PE/GE/ME
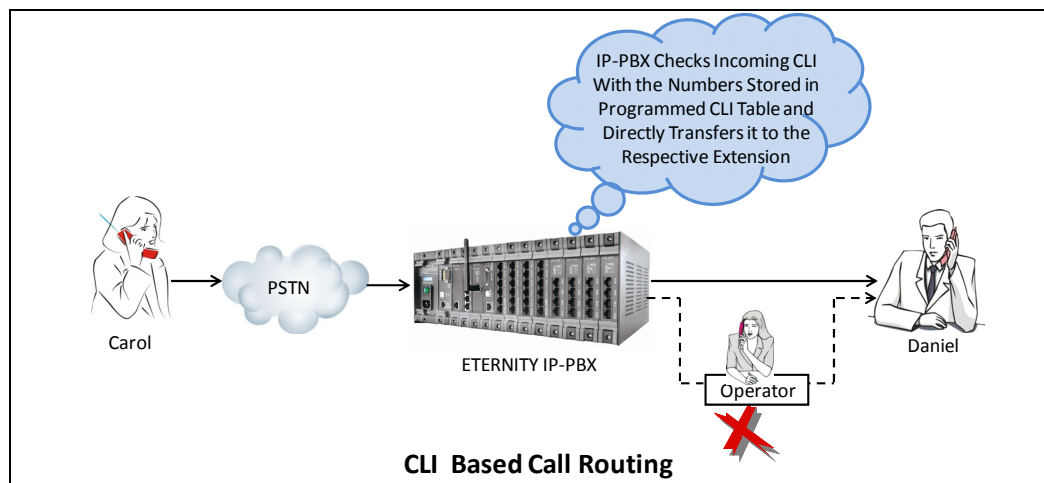
What is CLI based Routing?

CLI based Routing is the capability to route an incoming trunk call to a specific extension or group of extensions as per Caller Line Identification (CLI) of the incoming caller.

Scenario 1: Operator Assisted Call Routing

- In a normal scenario, the incoming call is attended by the operator. As per request of the caller, the call is routed to the desired extension. In this whole process, the calling party (Carol) needs to wait until the call is successfully transferred to the requested station (Daniel).
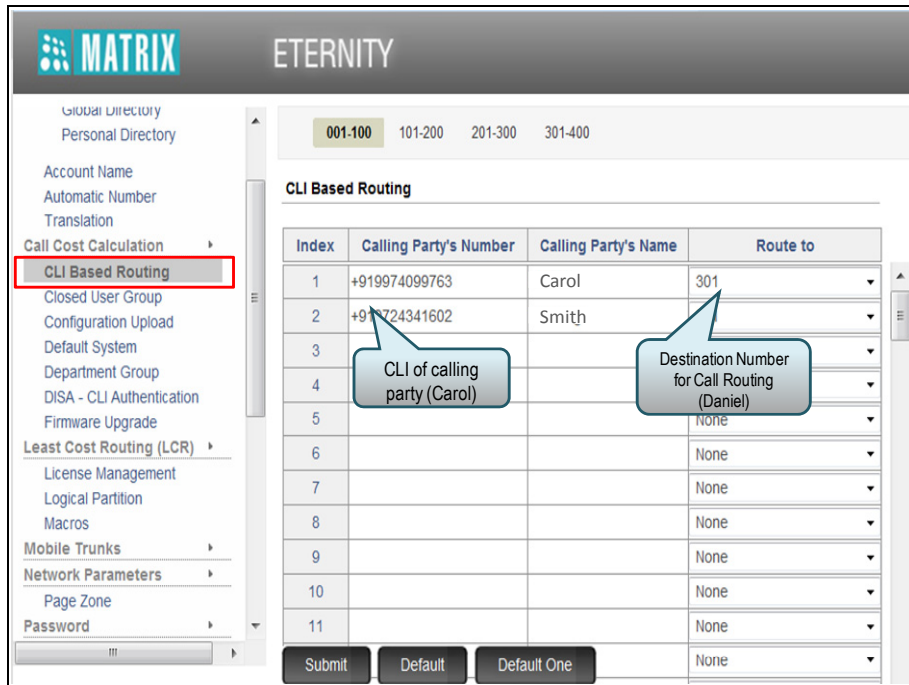

Operator Assisted Call Routing

Scenario 2: CLI based Routing in ETERNITY

CLI Based Call Routing

- With the feature called Caller Line Identification, ETERNITY can detect the calling party's name and number. Based upon the detected Caller ID, ETERNITY routes the incoming call from a specific caller to pre-programmed extension number.

- As shown in the above example, whenever an incoming call from a Caller (Carol) arrives, ETERNITY refers the CLI Routing Table. As the Caller's number (Carol) is programmed in the CLI table, the call is directly routed to the programmed extension number (Daniel),

- This eliminates the time taken in conventional operator assisted call routing process to reach the desired extension.

How to Program CLI Based Routing?

- CLI based routing is programmed from Web-browser based GUI of ETERNITY. CLI based Routing table consists of three table entries – Calling Party's Number, Name and Destination Number where the call is to be routed.

- 400 such numbers can be stored in CLI Routing Table.

Benefits:

- Caller can directly reach to a desired extension without any operator assistance

- Reduces Hold and Transfer time for Callers

- Important business calls can be routed between the concerned persons.

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