



# BT Inbound Contact Global (ICg) Call Traffic Controller

## 5. Call delivery plans

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Disclaimer: Some steps and screenshots / options may differ slightly depending on the app, browser, operating system and software version you are using.

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# Call termination types

## Phone end point

- Off-Net PSTN number
- Users with Emerald privileges can create new end points
- Regulatory rules prohibit some call combinations

## Physical end point

- Dedicated Access Line (DAL)
- Provisioned by BT
- Designated by Location Id and Switch / Trunk Address, which is unique to each DAL
- TDM DAL (E-1, T-1 etc.)
- SIP DAL (ordered via separate process)
- Internet DAL (launched Summer 2016, limited availability)

## Logical end point

- Customers can customise the delivery digits associated with calls terminating at any type of DAL
- DNIS digits (Dialled Number Identification Service)
- DNIS tables can be loaded in bulk

## Announcements

- Calls cannot be terminated to an announcement uploaded into Controller
- Calls can be terminated to announcements built on BT's Auto Contact platform
- Announcements can be played prior to delivery to an end point

## Termination features

### Call Overflow

- Multiple hops
- Call distribution or Time-Dependent Routing can be used as part of a termination's overflow plan
- Overflows on Busy (SIP codes 500 and 503), Ring-no-Answer or Network Congestion

### Call Queuing

- Allows calls to be held in network before delivery
- Must be configured and maintained by BT

# Logical end points – DNIS tables

## Logical end points

- Customers can customise the delivery digits associated with calls terminating at any type of DAL
- DNIS Digits
- DNIS tables can be loaded in bulk

## DNIS Tables

- DNIS tables are optional and are mostly used by customers with large amounts of access numbers that wish to specify exactly which digits get outputted when a call is received.
- Rather than build an individual Logical Termination for every potential DNIS value, a DNIS table allows for bulk updating and routing from a single Logical End Point.
- When a call is routed to a logical termination that has a DNIS table, the Access Number value dialled by the customer is matched against the values in the DNIS table.
- Match: Outputted Digits specified in table.
- No Match: Outputted Digits specified for the Logical End Point.

# Logical end points – DNIS tables

**DNIS Tables** – are an optional feature used to streamline DNIS digit delivery for customers with many access numbers and many corresponding outpulse digit values.

Only fixed-length physical end points are supported at this time.

**End Point**

Label: DNIS\_442/7878

DNIS: 12346

Receivable DNIS Length: 5

**Physical EP**

Label: F0221634\_4427878

Switch ID: 442

Trunk ID: 7878

**Features**

Overflow from Physical:

Queuing from Physical:

CallLimiter from Physical:

Overflow:

Queuing:

Call Limiter:

**DNIS Table**

Dialled Number	DNIS Digits
498005556666	23456
498005556667	23457
398006667777	23458
398006667778	23459
4755577777	23460

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**Annotations:**

- Label with "DNIS" in front to make them easier to find
- Default DNIS value
- DNIS table must have a fixed length

Up to 1,000 entries can be uploaded at a time to a DNIS table using the bulk upload function.

Bulk upload logic:  
Access Number, DNIS Value,  
Operation (ADD, UPD, DEL)

DNIS table itself can support up to 10,000 values.

Overflow for this Logical Term will apply to all values in DNIS table.

A logical end point with a DNIS table may overflow to another logical term with or without a DNIS table.

# Call overflow

**Call overflow** – is a feature that lets customers deliver calls to an alternative destination under three different conditions, all of which may be treated differently.

## Busy

- End Point Busy (For SIP DAL's – Codes 500 and 503).

## Ring-no-answer (RNA)

- Call is unanswered after 30 seconds (about 5 rings).

## Network congestion

- The network is unable to deliver the call to the intended destination.

**Calls can overflow up to 10 times and features can be used in between overflow hops.**

## Call distribution

- Route calls to multiple overflow destinations as they come in to avoid flooding a single destination.

## Time-dependent routing

- Route calls to multiple destinations based on the calendar dates, day of week or time of day (GMT).

