

SIP Trunk Call Manager

A Guide to Business Continuity



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What is it?

The Business Continuity (BC) feature, allows a customer to have immediate control in a business continuity or disaster recovery scenario. The feature gives the customer the ability to invoke pre-built BC plans on multiple numbers, with a single action on the portal or even with the mobile app.

Each of the customers numbers can have its own unique BC plan, and these plans can be as simple (1 to 1 translation) or complex (messaging, IVR, hunt groups etc.) as required.

How does it work?

Example:

Under normal conditions the numbers will route to the pre-built day-to-day call plan, this will be the currently 'Active' call plan on the number.

Point my number

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	SIP Endpoint	Site
01145537483	Site 1 Dept 1	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
01174409376	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
01997487066	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Gla
02038468799	Mike Smith 4	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	

would then create an additional call plan for each number which routes calls to my desired BC destination:

SIP Trunk Call Manager

Mike Smith Change p

Add new call plan

Call plan name ✓
My BC Plan 1

✓ Save Cancel

+ Add call plan

Call plan list for 011455374

Site 1 Dept 1

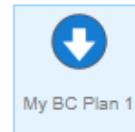
Call plans Fragments clipboard

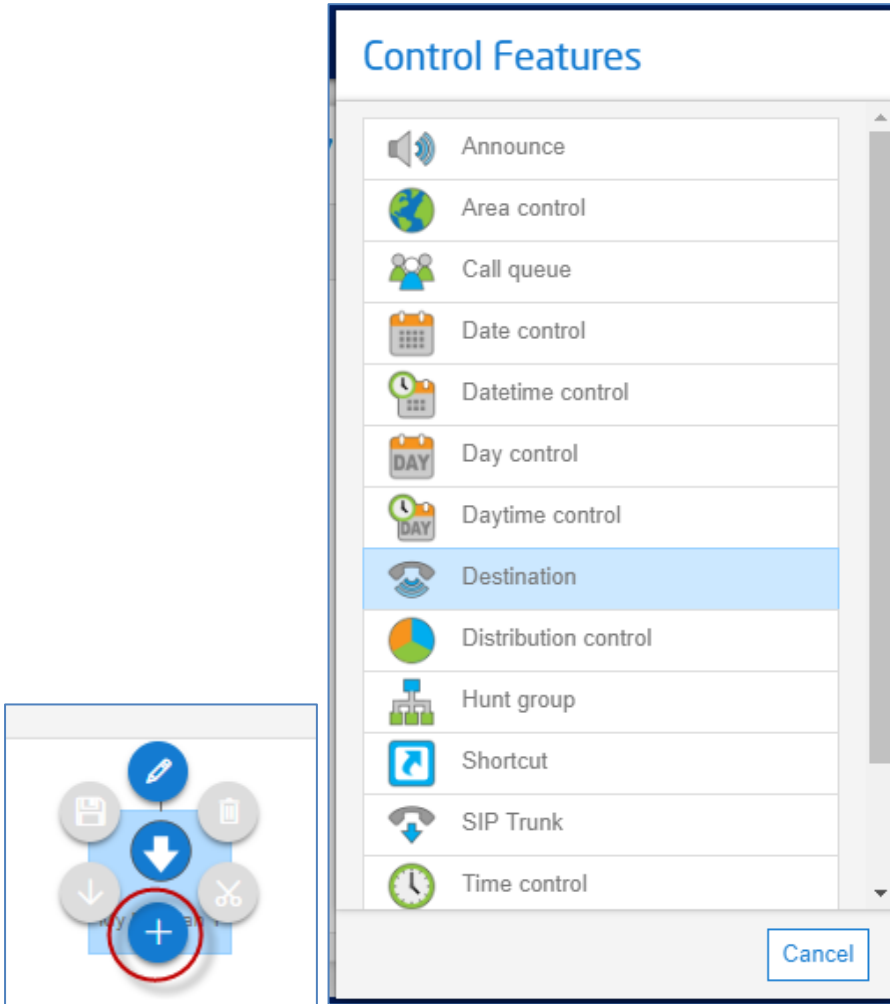
Search call plan

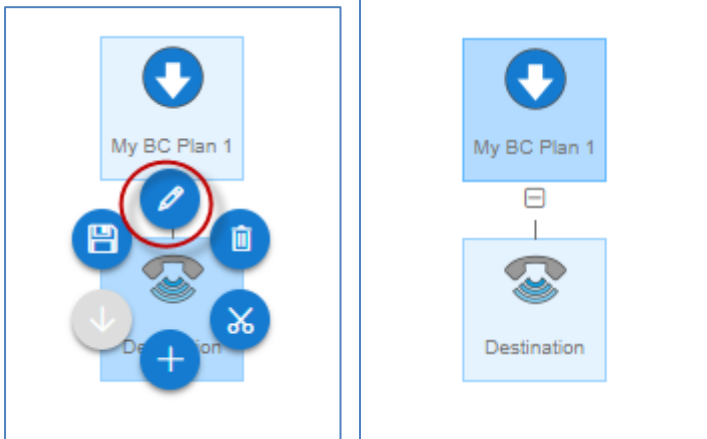
Name	Status
BAU 1 SIP Trunk	Active

Build call plan for 01145537483

Site 1 Dept 1







Destination ?

Node name: Destination

Whisper: Search announcement Press 1 to connect

Number ✓: 01211231234

E-mail notification

E-mail TO:

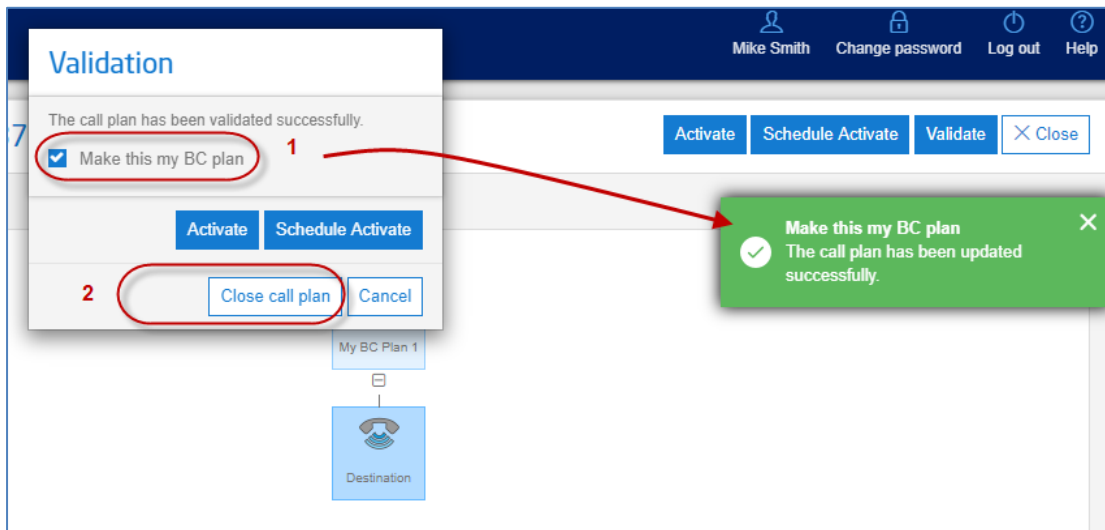
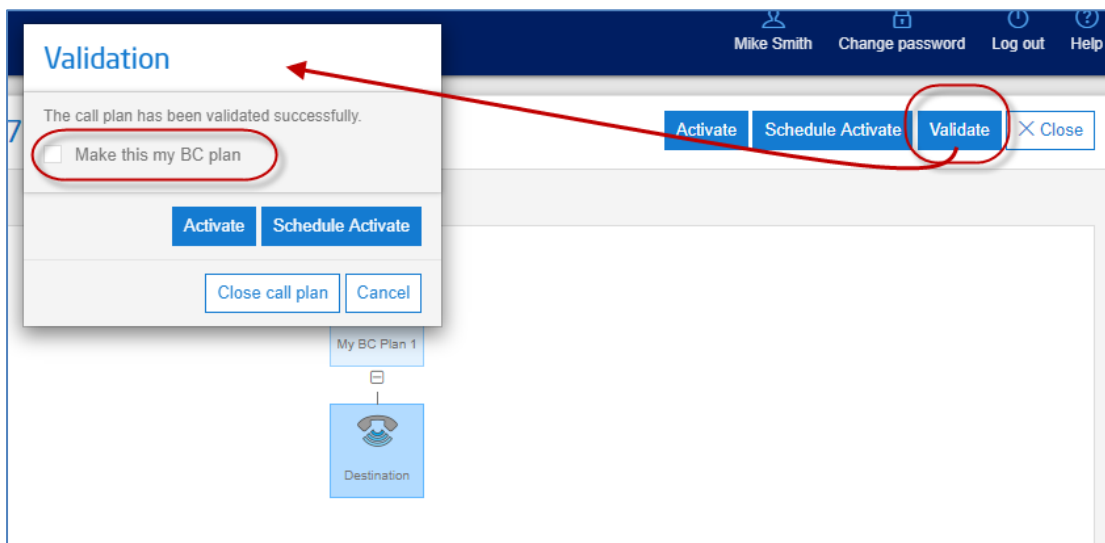
E-mail CC:

On busy
 On no answer
 On answer

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with its voicemail to email settings switched on will take precedence over the Inbound call plan routing.

Once complete and my plan, I select to validate my call plan.

Once my call plan has passed validation, I am presented with an option to 'Make this my BC plan'. To do this, I tick the relevant box as shown below, and then close the call plan:



My BC call plan will now appear in validated status, below my active call plan:

Call plan list for 01145537483 ?

Site 1 Dept 1

Call plans

Fragments clipboard

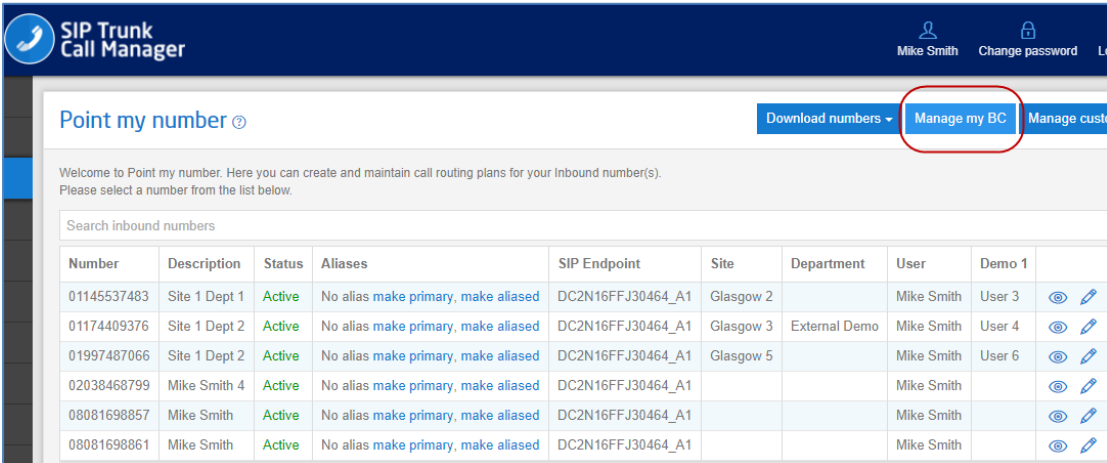
Name	Status	
BAU 1 SIP Trunk	Active	
My BC Plan 1	BC-Validated	

I would then follow the same steps for any other numbers that I wish to have a BC plan for.

Or if all your numbers will be pointed to the same exact destination, see pages 13-21.

How do I invoke my BC plan(s)?

First navigate to the 'Point my Number' homepage and select 'Manage my BC' as shown below:



The screenshot shows the 'Point my number' interface in the SIP Trunk Call Manager. The 'Manage my BC' button is highlighted with a red circle. Below the navigation bar, there is a search field for inbound numbers and a table listing various numbers with their descriptions, statuses, aliases, SIP endpoints, sites, departments, users, and demo information.

Number	Description	Status	Aliases	SIP Endpoint	Site	Department	User	Demo 1	
01145537483	Site 1 Dept 1	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 2		Mike Smith	User 3	
01174409376	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 3	External Demo	Mike Smith	User 4	
01997487066	Site 1 Dept 2	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 5		Mike Smith	User 6	
02038468799	Mike Smith 4	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		

You will then be asked to select which numbers you wish to invoke. Your options are:

All numbers. This will automatically select all the numbers on the account, to have their BC plan invoked.

Individually select numbers by clicking the checkbox next to it.

Search for specific numbers or a group of numbers by entering digits or text into the Find field. This field searches both the Description and any Custom Fields (if any have been created). You can then select the returned results. A %/percentage sign can be used as a wild card.

Once you have made your selection. Proceed by selecting 'Invoke BC' as shown below:

Manage my BC

ⓘ You cannot activate a Business Continuity plan on a number that is aliased. The aliased number will follow the call plan of its primary number and so the primary number Business Continuity plan should be activated instead.

Please select the number(s) you wish to activate on BC plan.

Select all numbers on this account

Select all numbers on this page
Unselect all numbers on this page

Search inbound numbers Q Find

	Number	Description	Status
<input checked="" type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input checked="" type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	02038468799	Mike Smith 4	Active
<input type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

Invoke BC
Cancel

Select: Invoke BC

Provided there is a BC-validated plan available for each number selected, this action will invoke the pre-built BC plan for each of the STCM numbers selected. The BC plan will be active for the next incoming call to each of these numbers and their call plan status will be updated to 'BC-Active' as shown below:

Point my number ⓘ

Download numbers ▾ Manage my BC Manage custom fields ▾

Welcome to Point my number. Here you can create and maintain call routing plans for your Inbound number(s). Please select a number from the list below.

Search inbound numbers

Number	Description	Status	Aliases	SIP Endpoint	Site	Department	User	Demo 1		
01145537483	Site 1 Dept 1	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 2		Mike Smith	User 3	👁	✎
01174409376	Site 1 Dept 2	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 3	External Demo	Mike Smith	User 4	👁	✎
01997487066	Site 1 Dept 2	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1	Glasgow 5		Mike Smith	User 6	👁	✎
02038468799	Mike Smith 4	BC-Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁	✎
08081698857	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁	✎
08081698861	Mike Smith	Active	No alias make primary , make aliased	DC2N16FFJ30464_A1			Mike Smith		👁	✎

Invoke BC ✕

✓ The invoke action has been completed successfully.

How to return to BAU

To return to BAU, you should navigate back the Point my Number screen, select Manage My BC again, make the relevant number selections. Then click 'Restore Last Active'.

This will then restore the selected numbers to the previously Active call plan.

Copying a BC plan to multiple numbers

You can use the standard call plan copy feature to copy a BC plan to multiple other numbers in the account.

You will still need to access each number in question to put the plan into BC Validated status, the BC Validated status is not maintained when copied and there is no template or shortcut to do this currently.





Access BC plan you have just created:

Call plan list for 01145537483 ?

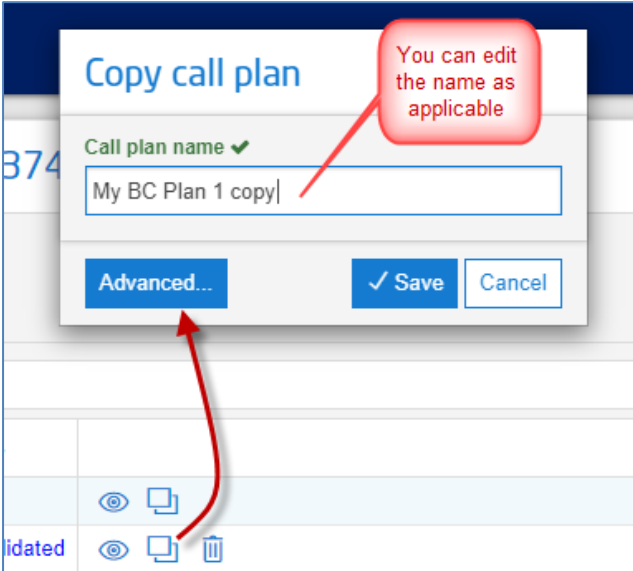
Site 1 Dept 1

Call plans Fragments clipboard

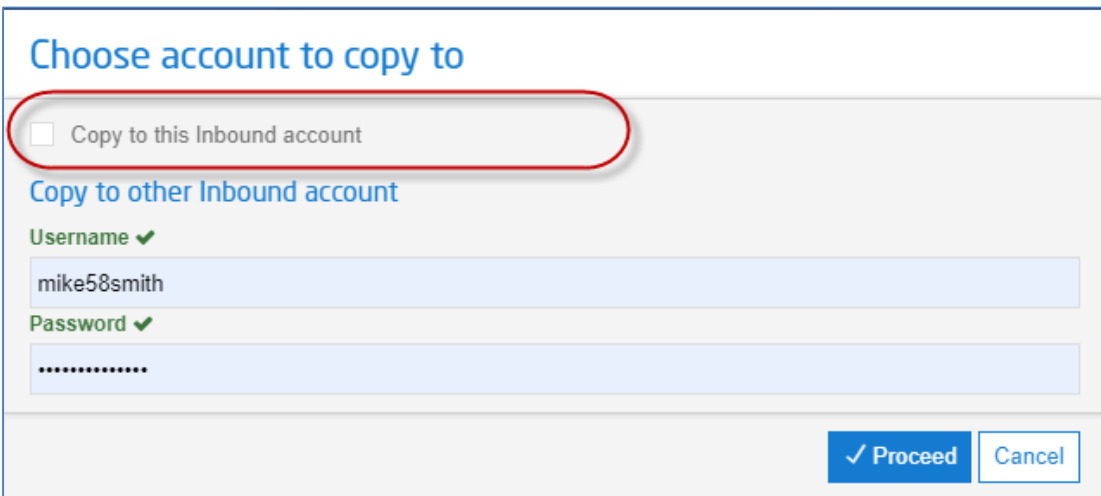
Search call plan

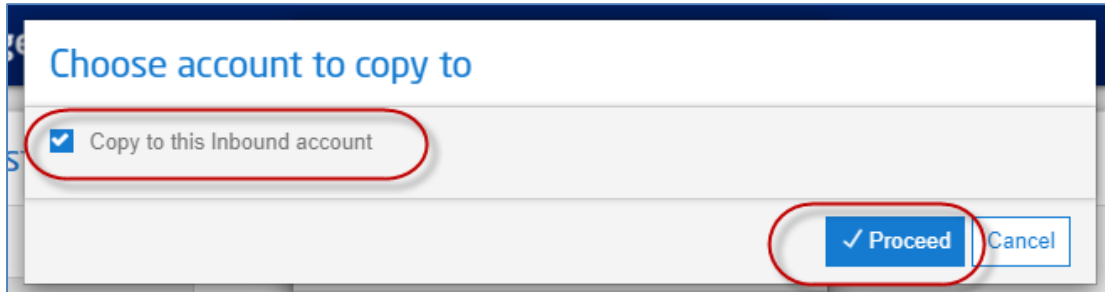
Name	Status	
BAU 1 SIP Trunk	Active	 Copy
My BC Plan 1	BC-Validated	  

Label the plan appropriately, and select Save:



Select the Copy to this account option and click Proceed:





Now you can select the number/s required. You can select all or:

All numbers. This will automatically select all the numbers on the account, to have their BC plan invoked.

Individually select numbers by clicking the checkbox next to it.

Search for specific numbers or a group of numbers by entering digits or text into the Find field. This field searches both the Description and any Custom Fields (if any have been created). You can then select the returned results. A %/percentage sign can be used as a wild card.

Advanced call plan copy

Please select the number to copy the call plan to

Select all numbers on this account

Select all numbers on this page Unselect all numbers on this page

Search inbound numbers

	Number	Description	Status
<input type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input type="checkbox"/>	02038468799	Mike Smith 4	Active
<input type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

Activate when copied

Here you can use the 'Select all' option, but remember to de-select the number you are copying from

I have selected just at few in this example.

Once selected choose Save:

Advanced call plan copy

Please select the number to copy the call plan to

Select all numbers on this account

Select all numbers on this page **Unselect all numbers on this page**

Search inbound numbers Find

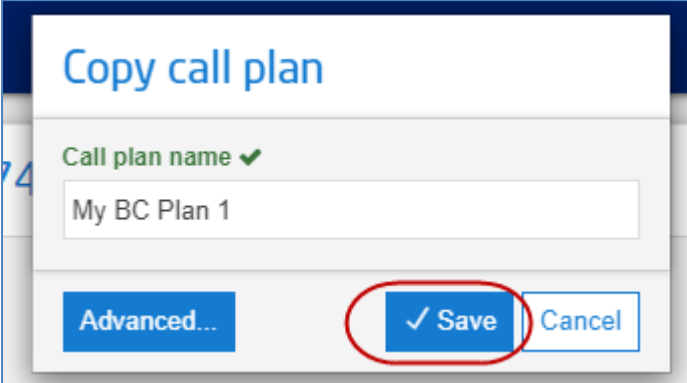
	Number	Description	Status
<input type="checkbox"/>	01145537483	Site 1 Dept 1	Active
<input checked="" type="checkbox"/>	01174409376	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	01997487066	Site 1 Dept 2	Active
<input checked="" type="checkbox"/>	02038468799	Mike Smith 4	Active
<input checked="" type="checkbox"/>	08081698857	Mike Smith	Active
<input type="checkbox"/>	08081698861	Mike Smith	Active

<< < 1 of 1 > >> Items per page 10 ▾

Activate when copied

DO NOT SELECT THIS OPTION FOR THIS SCENARIO

And Save again



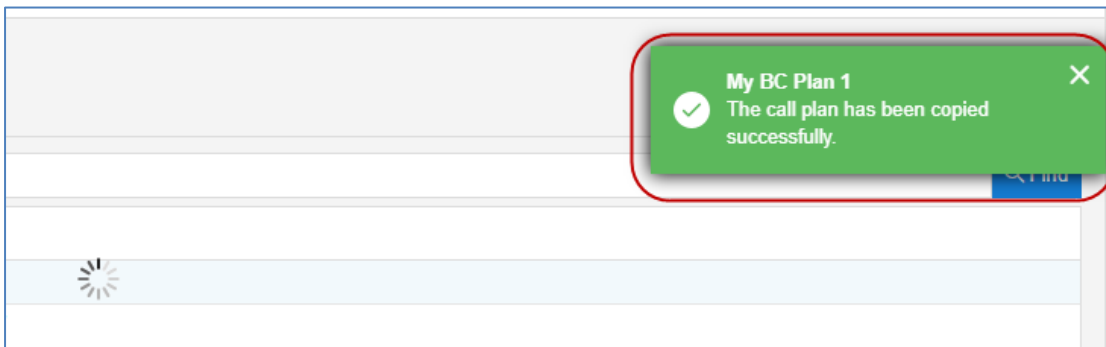
Copy call plan

Call plan name ✓
My BC Plan 1

Advanced... Save Cancel

The image shows a dialog box titled "Copy call plan". It has a text input field containing "My BC Plan 1" with a green checkmark to its left. Below the input field are three buttons: "Advanced...", "Save" (circled in red), and "Cancel".

The call plan will now be copied to the selected numbers.



Make the copied plan you BC plan

You will now need to access each number you copied to and make the copied plan your BC plan

Access the number you copied to and find the plan you copied. It will be in a Validated status. Follow the below steps:

Call plan list for 01174409376 ?

Site 1 Dept 2

Call plans

Fragments clipboard

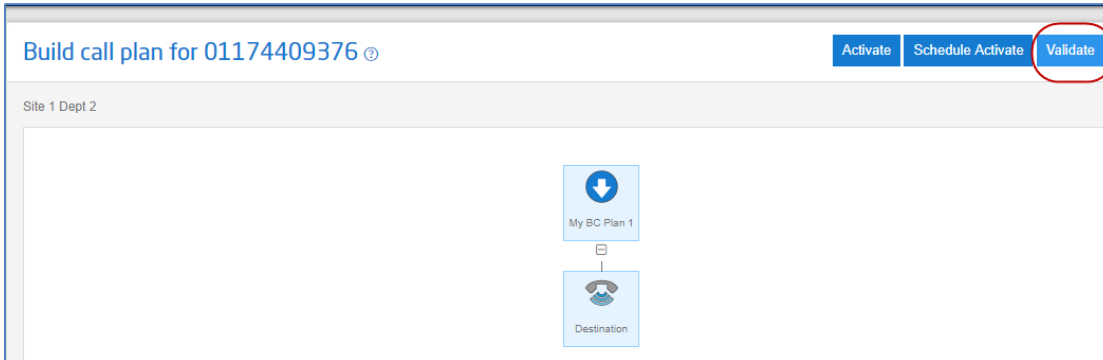
Name	Status	
BAU 1 SIP Trunk	Active	
10 Destination Template copy	Draft	
BAU Plan copy for JT play copy1	Draft	
BAU Plan copy for MB play copy	Draft	
CH Hunt Group 000010	Draft	
Hunt Group 510001	Draft	
My BC Plan 1	Validated	
Twin Plan	Validated	

Open the call plan:

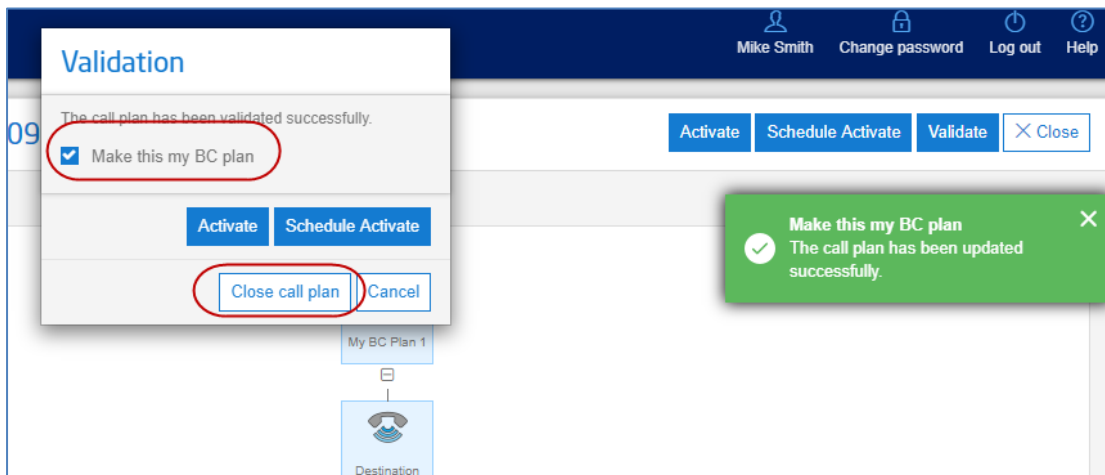
CH Hunt Group 000010	Draft	
Hunt Group 510001	Draft	
My BC Plan 1	Validated	
Twin Plan	Validated	

Open

Now select Validate:



The copied plan is now ready to use as your BC plan:



Repeat for the remaining numbers.

Contacts

Name

Role

