

SIP Trunk Call Manager

A Guide to Limit Caller Admissions (LCA)



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Overview of the Limit Caller Admission feature

the Limit Caller Admission (LCA) facility enables an end user to limit incoming calls to a destination within a call plan and is ideal for protecting incoming call capacity to other numbers and services during a high-volume period of inbound calls.

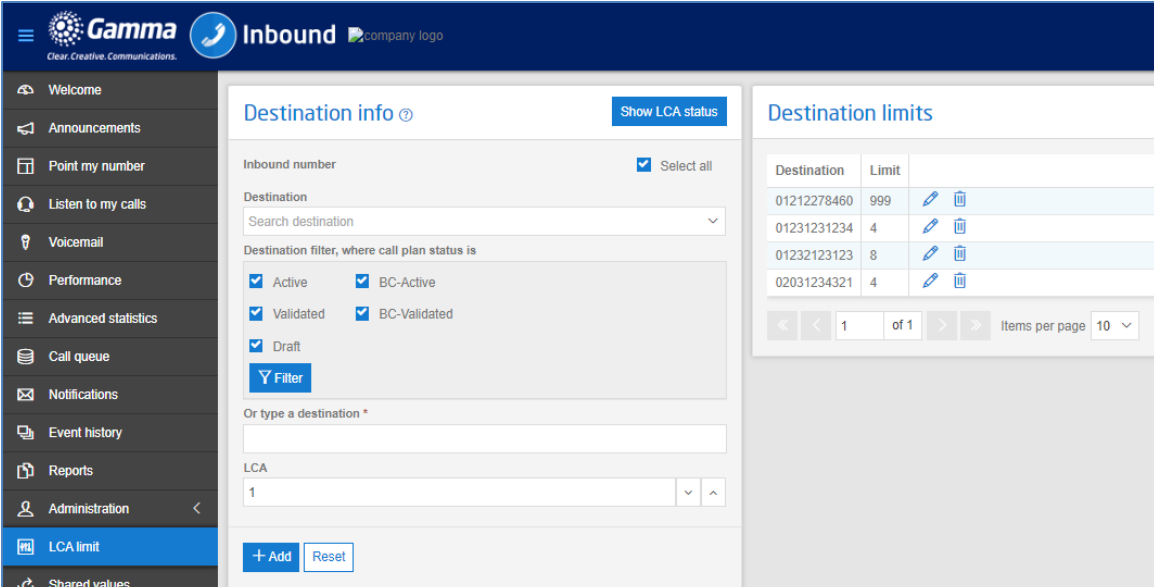
As an example, if you if you have a 30-channel solution and under high call demand situations, you can restrict inbound call flows to a specific number, ensuring your full 30 Channel capacity is not utilised and ensuring you still have the capability to still make outgoing calls. You can restrict the number of concurrent calls that STCM will send to the destination.

30 Channel Scenario

So, let's say we want to preserve a minimum of 8 channels at any time. We would set an LCA setting of 22.

In this scenario concurrent caller number 23, will receive a 'busy tone'. If you would prefer to do something else with excess callers, you can add a divert to the destination node, to route the caller to an announcement, another number or voicemail.

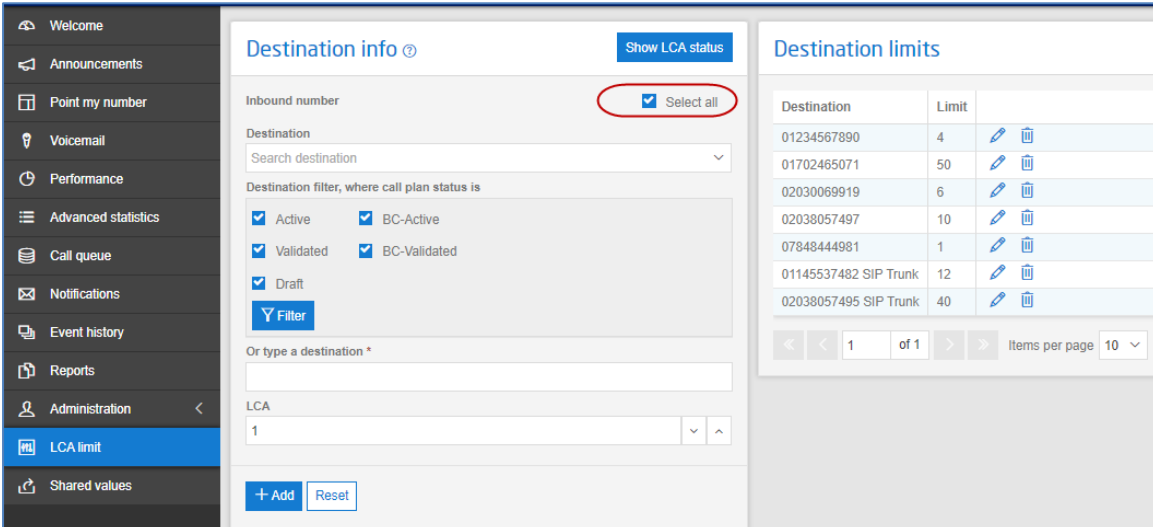
How to use LCA



Destination	Limit		
01212278460	999		
01231231234	4		
01232123123	8		
02031234321	4		

The LCA tab allows you to Limit Caller Admissions to an associated Destination number.

Select the number in question (de-select 'Select All', to choose a specific number).



Destination info Show LCA status

Inbound number Select all

Destination
Search destination

Destination filter, where call plan status is

Active BC-Active
 Validated BC-Validated
 Draft

Filter

Or type a destination *

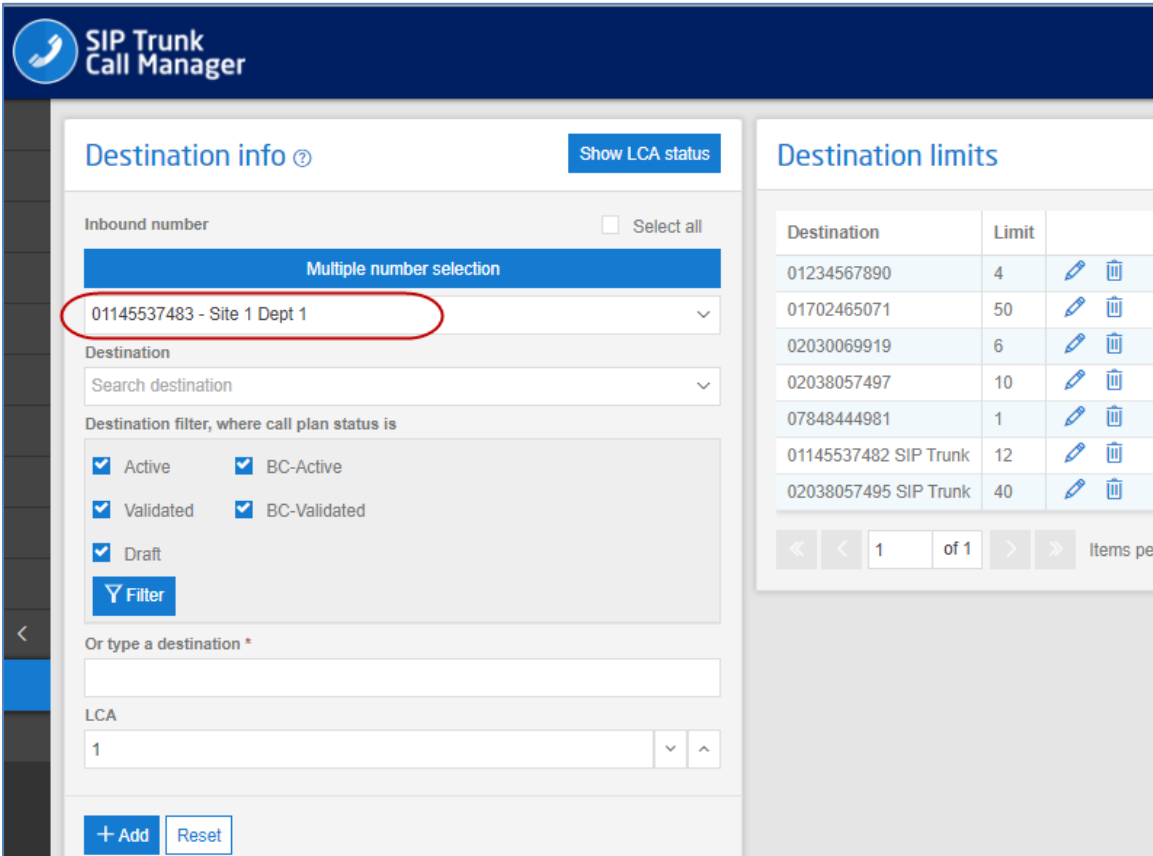
LCA
1

+ Add Reset

Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
07848444981	1		
01145537482 SIP Trunk	12		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per page 10



SIP Trunk Call Manager

Destination info Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1

Destination
Search destination

Destination filter, where call plan status is

Active BC-Active
 Validated BC-Validated
 Draft

Filter

Or type a destination *

LCA
1

+ Add Reset

Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
07848444981	1		
01145537482 SIP Trunk	12		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per

Then select the Destination number required. For STCM numbers that are terminating to the SIP Trunk, select that option (as per below)

Destination info ? Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1 ▼

Destination

02030069910 ▼

Destination filter, where call plan status is

Active BC-Active

Validated BC-Validated

Draft

Filter

Or type a destination ✓

02030069910

LCA

1 ▼ ▲

+ Add Reset

Destination info ?

Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1

Destination

Search destination

- 03000323160
- 03000323161
- 03000323162
- 03000323163
- 03000510283
- 03000542054
- 03011231234
- 07894704080
- 07918561501
- 01145537483 SIP Trunk

<< < 3 of 3 > >>

+ Add **Reset**

Leave all the other options selected as is

Destination info ?

Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1 ▼

Destination

01145537483 SIP Trunk ▼

Destination filter, where call plan status is

<input checked="" type="checkbox"/> Active	<input checked="" type="checkbox"/> BC-Active
<input checked="" type="checkbox"/> Validated	<input checked="" type="checkbox"/> BC-Validated
<input checked="" type="checkbox"/> Draft	

Filter

Or type a destination ✓

01145537483 SIP Trunk

LCA

1 ▼ ▲

+ Add Reset

Set the required LCA Limit

Destination info Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1 ▼

Destination

01145537483 SIP Trunk ▼

Destination filter, where call plan status is

Active

BC-Active

Validated

BC-Validated

Draft

Filter

Or type a destination ✔

01145537483 SIP Trunk

LCA

22 ▼ ▲

+ Add
Reset

Click Add. Your configuration will now be added to the table of numbers with limits set:

Destination info Show LCA status

Inbound number Select all

Multiple number selection

01145537483 - Site 1 Dept 1 ▼

Destination

Search destination ▼

Destination filter, where call plan status is

Active

BC-Active

Validated

BC-Validated

Draft

Filter

Or type a destination *

LCA

1 ▼ ▲

+ Add
Reset

Destination limits

Destination	Limit	Actions
01234567890	4	✎ 🗑️
01702465071	50	✎ 🗑️
02030069919	6	✎ 🗑️
02038057497	10	✎ 🗑️
07848444981	1	✎ 🗑️
01145537482 SIP Trunk	12	✎ 🗑️
01145537483 SIP Trunk	22	✎ 🗑️
02038057495 SIP Trunk	40	✎ 🗑️

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Items per page 10 ▼

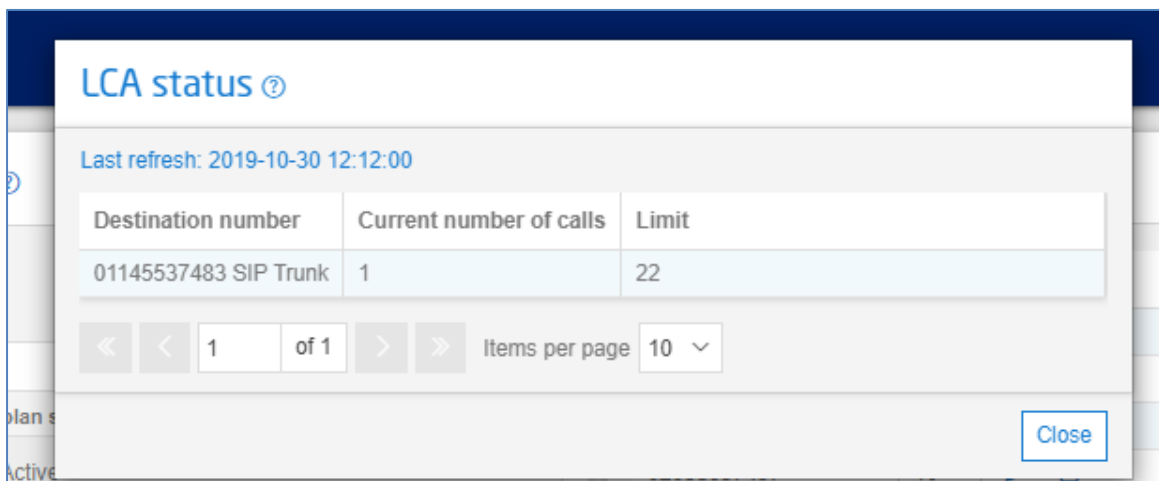
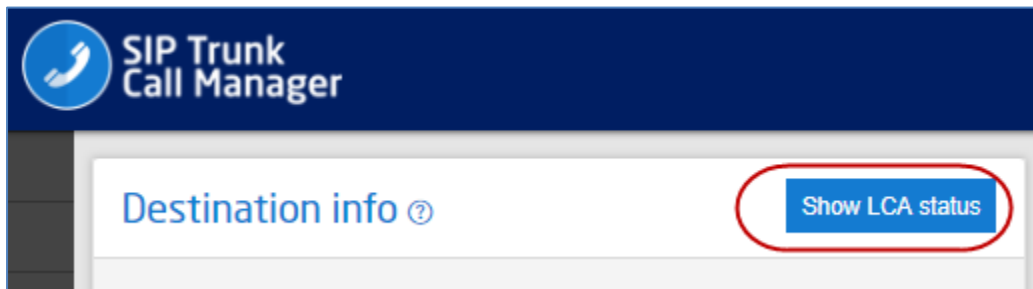
✔ 01145537483 SIP Trunk
 The LCA has been created successfully.

Concurrent Limits

The maximum value that can be set is 999

Show LCA Status

The Show LCA Status button will generate a new screen view that provides a real time view to monitor and show the number of calls associated to a destination number and the limit that has been set. The screen will automatically refresh every 15 seconds



Increase or Decrease current LCA limit

You can increase or decrease the current LCA limit on any number at any point without interrupting the service of dropping any calls.

Select the pencil/edit icon

Destination info ?

Show LCA status

Inbound number Select all

Destination

Search destination ▼

Destination filter, where call plan status is

Active BC-Active
 Validated BC-Validated
 Draft

Filter

Or type a destination *

LCA

1 ▼ ▲

+ Add Reset

Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
07848444981	1		
01145537482 SIP Trunk	12		
01145537483 SIP Trunk	22		
02038057495 SIP Trunk	40		

< < 1 of 1 > > Items per page 10 ▼

Destination info ?

Show LCA status

Inbound number Select all

Destination

Search destination ▼

Destination filter, where call plan status is

Active BC-Active
 Validated BC-Validated
 Draft

Filter

Or type a destination ✔

01145537483 SIP Trunk

LCA

23 ▼ ▲

Save Reset

Destination limits

Destination	Limit		
01234567890	4		
01702465071	50		
02030069919	6		
02038057497	10		
07848444981	1		
01145537482 SIP Trunk	12		
01145537483 SIP Trunk	22		
02038057495 SIP Trunk	40		

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Change the LCA value and Save. The new limit will be applied and affect the next caller. If you decrease the limit any current callers will not be unaffected:

Destination info ⓘ

[Show LCA status](#)

Inbound number Select all

Destination

Destination filter, where call plan status is

Active

BC-Active

Validated

BC-Validated

Draft

Filter

Or type a destination *

LCA

1
▼ ▲

+ Add
Reset

Destination limits

Destination	Limit	✎	🗑
01234567890	4	✎	🗑
01702465071	50	✎	🗑
02030069919	6	✎	🗑
02038057497	10	✎	🗑
07848444981	1	✎	🗑
01145537482 SIP Trunk	12	✎	🗑
01145537483 SIP Trunk	23	✎	🗑
02038057495 SIP Trunk	40	✎	🗑

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Items per

Using LCA with a Call Queue

If you wish to use the LCA feature in conjunction with a call queue, please see the 'Call Queue Settings and Behaviour' document for a guide of how this should be set up.

Contacts

Name

Role

