Call Redirection by Day

Contents

This section contains information on the following topics:

Feature description

Call Redirection by Day (CRDAY) is an enhancement of the feature Call Redirection by Time of Day (CRTOD). The CRDAY feature allows you to automatically redirect incoming calls on specified days of the week and/or holidays. You can define the number of rings required before a call is redirected, and the Directory Number (DN) to which the call is redirected.

Existing parameters that apply to the operation and redirection of DNs of Call Forward No Answer (CFNA) and Hunting also apply to this feature. The CRDAY feature also uses the alternate DNs introduced by the CRTOD feature.

You can configure up to four alternate day lists, DAY0 – DAY3, for each customer. Each day list can contain one or more days of the week. You can also configure up to four holiday lists, HOLIDAY0 – HOLIDAY3, for each customer. Each holiday list can contain up to 20 dates.

You can assign one alternate day list and/or one alternate holiday list for each telephone. The maximum value of the year in a holiday date is 2104.

There is a class of service (CLS) for each of CRTOD, CRDAY, and Call Redirection by Holiday (CRHOL). Each CLS can be enabled or disabled separately and are independent of each other.

At the CRDAY prompt, answering "YES" or "NO" does not fully enable or disable the feature. To enable the feature, you must define at least one of the alternate day lists (DAY0 - DAY3)—call redirection to the alternate DN then takes place, even if you enter "NO" at the CRDAY prompt. Similarly, to disable the feature, all alternate day lists must remain undefined—call redirection does not take place, even if you enter "YES" at the CRDAY prompt.

Operating parameters

CRDAY is not supported on Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) sets.

Feature interactions

Call Redirection by Time of Day

The CRTOD and CRDAY features can work together or separately. If all three classes of service are enabled, CRHOL takes precedence over CRDAY and CRTOD. When the CRDAY and CRTOD classes of service are enabled, CRDAY takes precedence.

When incoming calls require redirection, the order of precedence for which the system handles no answer and busy calls, is listed below:

Calls to Idle Stations:

Call Forward All Calls
Message Waiting
Call Forward No Answer
Attendant Recall

Calls to Busy Stations:

Call Forward All Calls
Hunting
Call Waiting or Camp-On
Message Waiting Forward Busy
Call Forward Busy
Call Forward, Internal
Call Forward/Hunt Override Via FFC

Call Forward No Answer

When Call Redirection by Day (CRDAY) is activated, calls unanswered after a specified number of rings are sent to Call Forward No Answer feature (CFNA) and forwarded to the alternate DN based on the alternative days/holidays configured for the set.

Call Forward All Calls

All unanswered incoming calls are sent to the Call Forward All Calls feature if there is no answer then the call is sent to the alternate CRDAY DN specified for that day/holiday.

Call Waiting Redirection

When Call Forward No Answer (CFNA) occurs on a waiting call, the Call Waiting Redirection (CWTR) feature redirects the call to a specified DN based upon the alternate days and/or holidays configured for the set. If the current day matches one of the busy set's alternate days or holidays, then the call is redirected to the CRDAY alternate DN.

Hunting

Hunting allows a call encountering a busy DN to route automatically to another DN. When CRDAY is enabled and an incoming call reaches a busy DN, the current day is checked against the alternate days and holidays specified for that set. If the current day matches one of the alternate days, the call begins the hunting route using the alternate redirection DNs defined for the set.

Hunting by Call Type

The Hunt by Call Type redirects an incoming call to a HUNT DN. With CRDAY enabled on the called DN, the incoming calls on specified Alternate Days and Holidays are redirected to the assigned alternate HUNT DN.

Group Hunting

The Group Hunting feature provides a method of hunting DNs in a group. The group is associated with a Pilot DN, that is, a DN with no associated Terminal Number (TN). The hunting is done in the order of entry of DNs in the group. If a set's list of alternate days and/or holidays program matches the current day, incoming calls are directed to Group Hunt. This feature allows an incoming DID call to be redirected to a Hunt DN or External Hunt (EHT) if Call Forward by Call Type (CFCT) is enabled. To activate this feature, the called DN must have the following class of service Hunting Denied HTD with Hunting By Call Type Allowed (HBTA), and package 131 enabled.

Multiple Appearance DN, Multiple Appearance Redirection Prime

When a call redirection feature is activated for a Multiple Appearance DN (MADN), the TN information is required. Call redirection always refers to the Multiple Appearance Redirection Prime (MARP) TN to determine the feature operation. The CRDAY feature also uses the MARP TN to get the alternate call redirection DNs.

Second Level Call Forward No Answer

The Second Level Call Forward No Answer (SFNA) allows unanswered calls to receive Call Forward No Answer (CFNA) treatment twice. The CFNA timer is configured in the customer data block (CDB) for the number of rings before a call is redirected. If SFNA is allowed on the last DN rung, then the incoming call is redirected based on the list of alternate days and/or holidays configured for the set (day/holiday class of service).

User Selectable Call Redirection

The CRDAY feature does not support User Selectable Call Redirection (USCR). Only the following redirection DNs can be changed from a set:

- CFNA DN (FDN)

- External CFNA DN (EDN)

- Hunt DN (HUNT)

- External Hunt DN (EHT)

The alternate redirection DNs cannot be changed with USCR.

Feature packaging

This feature is included in base system software.

Feature implementation

Task summary list

The following is a summary of the tasks in this section:

1. "LD 15 - Configure alternate days/holidays." (page 253)

   Configure alternate days/holidays.

2. "LD 10 - Enable call redirection by day/holiday for analog (500/2500-type) telephones." (page 254)

   Enable call redirection by day/holiday for analog (500/2500-type) telephones.

3. "LD 11 - Enable call redirection by day/holiday for a digital sets." (page 255)

   Enable call redirection by day/holiday for a digital sets.

LD 15 - Configure alternate days/holidays.

Prompt	Response	Description
REQ:	CHG	Change existing data.
TYPE:	RDR	Redirection data
CUST		Customer number
	0-99	Range for Large System and CS 1000E system.
	0-31	Range for Small System and Media Gateway 1000B.
...		
CRDAY	YES	Call Redirection by Day. DAY0 is prompted if "YES" is entered. (NO) = default. If you enter "NO" or <CR> at this prompt, then subsequent alternate day list prompts (DAYx) are skipped.
- DAY0	x x...x	List of alternate days in list 0. Where x = 1...7 Sunday = 1 Monday = 2 Tuesday = 3 Wednesday = 4 Thursday = 5 Friday = 6 Saturday = 7 To remove a day value precede the day number with an X.
- DAY1	x x...x	List of alternate days in list one.
- DAY2	x x...x	List of alternate days in list two.
- DAY3	x x...x	List of alternate days in list three.
CRHOL		Call Redirection by Holiday.
	NEW CHG OUT OUT ALL	Add new data. Change existing data. Remove existing data. Delete all holidays in the list. There are a maximum of 20 holidays allowed. The four holiday options lists are created from these original 20 holidays.
- DATE	dd mm yyyy	Enter holiday date. dd = day. mm = month. yyyy = year (optional, with maximum year value of 2104). If the year is not entered, the holiday is repeated every year.
--HOL_OPT		Holiday Option List to which entered date applies.

Prompt	Response	Description
	n n n n	Where: n = 0, 1, 2, or 3.
	ALL	Select all four holiday option lists.
		Precede the holiday list with X to remove.
- DATE	dd mm yyyy	Continue to input holidays to maximum of 20.
	<CR>	Stop adding holidays and continue administration.
--HOL_OPT	n n n n	Holiday Option List to which entered date applies.
		Where: n = 0, 1, 2, or 3.
		Select all four holiday option lists.
		Precede the holiday list with X to remove.

LD 10 - Enable call redirection by day/holiday for analog (500/2500-type) telephones.

Prompt	Response	Description
REQ:	NEW CHG	Add new data. Change existing data.
TYPE:	500 2500	Telephone type.
TN		Terminal number
	l s c u	Format for Large System and CS 1000E system, where l = loop, s = shelf, c = card, u = unit.
	c u	Format for Small System and Media Gateway 1000B where c = card and u = unit.
CUST	xx	Customer number, as defined in LD 15
...		
CLS	FNA FBA RBDA RBHA	Call Forward No Answer Allowed. Call Forward Busy Allowed. Redirection By Day Allowed. Redirection By Holiday Allowed.
...		
ADAY	(0) - 3	Alternate days in DAY list 0-3 are selected for the set. Enter the list of alternate days listed in the Customer Data Block.

Prompt	Response	Description
AHOL ...	(0) - 3	Enter the list of alternate redirection holidays in Holiday list 0-3 as selected for the set defined in the Customer Data Block.
FTR	AFD x...x	Alternate forward DN to which all internal calls on an alternate day and/or holiday are redirected upon no answer.
	AHNT x...x	Alternate hunt DN to which all internal calls on an alternate day and/or holiday are redirected when set is busy or no answer. (CFNA to HUNT).
	AEFD x...x	Alternate external forward DN to which all external calls on an alternate day and/or holiday are redirected upon no answer.
	AEHT x...x	Alternate external hunt DN to which all external calls on an alternate day and/or holiday are redirected when set is busy or no answer (CFNA to HUNT).

LD 11 - Enable call redirection by day/holiday for a digital sets.

Prompt	Response	Description
REQ:	NEW CHG	Add new data. Change existing data.
TYPE:	a...a	Telephone type. Type **?** for a list of possible responses.
TN		Terminal number
	l s c u	Format for Large System and CS 1000E system, where l = loop, s = shelf, c = card, u = unit.
	c u	Format for Small System and Media Gateway 1000B where c = card and u = unit.
CUST ...	xx	Customer number, as defined in LD 15
CLS	FNA FBA RBDA RBHA	Call Forward No Answer Allowed. Call Forward Busy Allowed. Redirection By Day Allowed. Redirection By Holiday Allowed.
... ADAY	(0) - 3	Alternate days in DAY list 0 - 3 are selected for the DN.
AHOL	(0) - 3	Enter the list of alternate redirection holidays in Holiday list 0-3 as selected for sets defined in the Customer Data Block.
... AFD	x...x	Alternate forward DN to which all internal call forward DNs on alternate days/and all holidays are redirected upon no answer.
AHNT	x...x	When the DN is busy all incoming calls in the HOLIDAY list are redirected to the alternate hunt DN.

Prompt	Response	Description
AEFD	x...x	Alternate external forward DN to which incoming calls are redirected on alternate days.
AEHT	x...x	When the DN is busy, all incoming calls for the specified holiday are redirected to the alternate external hunt DN.

Feature operation

No specific operating procedures are required to use this feature.

Call Redirection by Time of Day

Contents

This section contains information on the following topics:

Feature description

Call Redirection by Time of Day (CRTOD) adds flexibility to the existing operations of Call Forward No Answer, Hunting and Call Forward by Call Type by allowing incoming calls to be automatically redirected to a predefined Directory Number at a specified time of day.

When the Call Redirection by Time of Day (CRTOD) feature is activated, incoming calls are automatically redirected to a Directory Number through Hunting, Flexible Call Forward No Answer, External Hunt or External Call Forward No Answer. Depending on the time of day, an incoming call can also be redirected to an alternate Directory Number using the Hunting, Call Forward No Answer and Call Forward by Call Type operations.

This feature only changes which redirection Directory Number or alternative Directory Number is used to redirect a call when possible.

At the CRTOD prompt, answering "YES" or "NO" does not fully enable or disable the feature. To enable the feature, you must define at least one of the four possible alternate time options (CRT0 - CRT3). Also, the defined CRTx start time must not equal the defined end time. If you define one or

more CRTx options (at least one with an unequal start and end time), then call redirection to the alternate DN takes place, even when you enter "NO" at the CRTOD prompt. Similarly, to disable the feature, all alternate time options (CRT0 - CRT3) must remain undefined (or, if defined, the CRTx start time must equal the defined end time). If you leave all CRTx options undefined (or with equal start and end times), then call redirection does not take place, even when you enter "YES" at the CRTOD prompt.

Operating parameters

All existing limitations that apply to the operation and redirection of Directory Numbers of Call Forward No Answer and Hunting also apply to this feature.

Only one alternate time option is allowed per telephone at a given time.

This feature is not supported on Basic Rate Interface (BRI) terminals.

Feature interactions

When incoming calls require redirection, the order of precedence for which the system handles no answer and busy calls, is listed below:

Calls to Idle Stations:

1. Call Forward All Calls

2. Message Waiting

3. Call Forward No Answer

4. Attendant Recall

Calls to Busy Stations:

1. Call Forward All Calls

2. Hunting

3. Call Waiting or Camp-On

4. Message Waiting Forward Busy

5. Call Forward Busy

Call Forward All Calls
Call Forward, Internal
Call Forward/Hunt Override Via FFC
These features take precedence over Call Redirection by Time of Day (CRTOD).

Call Forward by Call Type

Hunting by Call Type

If Call Forward by Call Type (CFCT) is enabled with Call Forward No Answer (CFNA) and Call Redirection by Time of Day (CRTOD), unanswered internal calls receiving CFNA are routed to the Flexible CFNA DN, Hunt DN, Alternate Flexible CFNA DN or Alternate Hunt DNs. External calls are routed in the same manner.

If CFNA is enabled with Hunting by Call Type and Call Redirection by Time of Day (CRTOD), unanswered internal calls are redirected to the Hunt DN or Alternate Hunt DN during the alternative time. External calls are routed in the same manner. The alternate time is defined on the called DN's data block.

Call Forward No Answer

Call redirection parameters for Call Forward No Answer are obtained from the originally dialed Directory Number. When CRTOD is activated, unanswered calls given CRTOD treatment are forwarded with CFNA according to the time of day. No changes are made to the existing CFNA feature.

Call Forward No Answer, Second Level

Existing Second Level CFNA allows unanswered calls to receive Call Forward No Answer treatment twice. CRTOD parameters are obtained from the last rung Directory Number. A maximum of two levels of CFNA is allowed for an unanswered call.

Call Waiting Redirection

When Call Forward No Answer occurs on a waiting call, the redirected Directory Number used depends on the time of day if CRTOD is activated.

Multiple Appearance DN Redirection Prime

When CRTOD and Multiple Appearance DN Redirection Prime (MARP) are activated, Call Forward or Hunt are dependent on the time of day and follows the MARP feature for Call Forward No Answer or Hunt treatment.

Hunting

When CRTOD is enabled and an incoming call reaches a busy Directory Number, the time is checked against the Alternate Redirection Time Option range defined on the telephone.

User Selectable Call Redirection

User Selectable Call Redirection is not supported.

Feature packaging

This feature is included in base system software.

Feature implementation

Task summary list

The following is a summary of the tasks in this section:

1. "LD 15 - Configure Alternative Redirection Time." (page 260)

   Configure Alternative Redirection Time.

2. "LD 10 - Configure Terminal Number Block for analog (500/2500 type) telephones." (page 261)

   Configure Terminal Number Block for analog (500/2500 type) telephones.

3. "LD 11 - Configure Terminal Number Block for proprietary telephones" (page 262)

   Configure Terminal Number Block for proprietary telephones

LD 15 - Configure Alternative Redirection Time.

Prompt	Response	Description
REQ:	CHG	Change existing data.
TYPE:	RDR	Change Call Redirection.
CUST		Customer number
	0-99	Range for Large System and CS 1000E system.
	0-31	Range for Small System and Media Gateway 1000B.
...		
- CRTOD	YES	Call Redirection by Time of Day. Alternate time option prompts are skipped if (NO) or <CR> is entered
- - CRT0	SH SM EH EM	Alternate time option 0, where: SH = start time in hours, SM = start time in minutes, EH = end time in hours and EM = end time in minutes in international time format (hour from 00-23 and minute 00-59). Enter "X" to remove current value and reset both the start time and end time equal to 0.
- - CRT1	SH SM EH EM	Alternate time option 1, where: SH = start time in hours, SM = start time in minutes, EH = end time in hours and EM = end time in minutes in international time format (hour from 00-23 and minute 00-59). Enter "X" to remove current value and reset both the start time and end time equal to 0.

Prompt	Response	Description
- - CRT2	SH SM EH EM	Alternate time option 2, where: SH = start time in hours, SM = start time in minutes, EH = end time in hours and EM = end time in minutes in international time format (hour from 00-23 and minute 00-59). Enter "X" to remove current value and reset both the start time and end time equal to 0.
- - CRT3	SH SM EH EM	Alternate time option 3, where: SH = start time in hours, SM = start time in minutes, EH = end time in hours and EM = end time in minutes in international time format (hour from 00-23 and minute 00-59). Enter "X" to remove current value and reset both the start time and end time equal to 0.

LD 10 - Configure Terminal Number Block for analog (500/2500 type) telephones.

Prompt	Response	Description
REQ:	NEW CHG	Analog telephone can be defined or modified.
TYPE:	500	Analog (500/2500 type) telephone data block.
...		
CLS	RTDA	Call Redirection by the Time of Day allowed. If CLS = RTDD (denied) then RTDA, AEFD, AEHT, AFDN, AHNT will be removed and ARTO prompt will be reset to 0.
...		
ARTO	(0)-3	Alternate Redirection Time Option for call redirection defined in the Customer Data Block. Only prompted if CLS = RTDA. Default value 0 is entered if request is new. The value is not changed if request is CHG. <CR> to enter CLS and ARTO data.
FTR	xxxx yyyy	Enter Feature Name and Related Data.
	AFD	Alternate Call Forward No Answer DN up to 13 digits. Remove by setting CLS = RTDD.
	AHNT	Alternate Hunt DN up to 13 digits. Remove by setting CLS = RTDD.
	AEFD	Alternate External Call Forward No Answer DN up to 13 digits. Remove by setting CLS = CFTD or RTDD.
	AEHT	Alternate External Hunt up to 13 digits. Remove by setting CLS = CFTD or RTDD.

LD 11 - Configure Terminal Number Block for proprietary telephones

Prompt	Response	Description
REQ:	NEW CHG	Add new data. Change existing data.
TYPE:	a...a	Telephone type. Type **?** for a list of possible responses.
...		
CLS	RTDA	Call Redirection by the Time of Day allowed.
...		
ARTO	(0)-3	Alternate Redirection Time Option for call redirection defined in the Customer Data Block. Only prompted if CLS = RTDA. Default value 0 is entered if request is new. The value is not changed if the request = CHG. <CR> to enter CLS and ARTO data.
AFD	xxxx	Alternate Call Forward No Answer DN up to 13 digits. Remove by setting CLS = RTDD.
AHNT	xxxx	Alternate Hunt DN up to 13 digits. Remove by setting CLS = RTDD.
AEFD	xxxx	Alternate External Call Forward No Answer DN up to 13 digits. Remove by setting CLS = CFTD or RTDD. Requires Call Forward by Call Type Allowed (CFTA) Class of Service.
AEHT	xxxx	Alternate External Hunt up to 13 digits. Remove by setting CLS = CFTD or RTDD. Requires Call Forward by Call Type Allowed (CFTA) Class of Service.

Feature operation

No specific operating procedures are required to use this feature.