

1. Origin Dependent Routing /Time Dependent Routing and Alternate destination

S N o	Name of Area/City where call originates	Day of the year	Time of the day												Destination No.	If destination no. Busy then divert to	If destination no. No Reply then divert to
			From						TO								
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
11																	

2. Call Distribution

S N o	Destination No.(with STD code)	Priority	% of Calls
1		I	
2		II	
3		III	

3. Line Hunting

S n	Destination No.(with STD code)	Hunting No.1(with STD code)	Hunting No.2(with STD code)	Hunting No.3(with STD code)	Hunting No.4(with STD code)	Hunting No.5(with STD code)	Hunting No.6(with STD code)	Hunting No.7(with STD code)	Hunting No.8(with STD code)
1									
2									
3									
4									
5									
6									
7									
8									

4. Black List/ Gray list/White list

S n o	Blacklist No.(with STD code)	Graylist Number(with STD code)	Whitelist Number(with STD code)
1			
2			
3			
4			
5			
6			
7			
8			

5. Time Limit per Call (in sec.)

6. No of calls per day or per hour: per

Signature of Customer/Authorised Signatory :

Date :

1. Origin Dependant Routing(ODR):

Calls can be routed to set of destinations based on the location of the origin of the call i.e. Call Centres can be established on Zone Basis.e.g. A company ABC has offices in Bombay and Chennai. The customer support establishments are at Bangalore and Chennai catering to subscribers in different states. The company takes a toll free number from BSNL say 1800-345-8899 and advertises this number for customer enquiry.It desires that calls from states of Andhra Pradesh, Karnataka, Kerala, and TamilNadu be served by customer center at Chennai and all other calls be attended by the customer enquiry at Bangalore. Then the above requirement can be indicated as following:

Name of Area/City where call originates	Destination No.
AP,KTK,Kerala, TN	044-2222 4444 (Chennai office I)
Rest of India	080-2525 8080 (Bangalore office)

* Similarly upto 100 destination numbers can be defined.

2. Time Dependant Routing(TDR):

Allows organizations to route the calls to different locations, depending on the time of day. For example, if a particular customer service department is closed at night, calls can be routed to alternate location. This helps the business organisations in maintaining 24x7 customer supports with minimal investment.On Sunday, if an office at Chennai operates from 9am to 12pm and Delhi office operates from 12am to 15pm, then all calls to toll free number 1800-345-8899 can be routed based on time and type of day. Therefore, no loss of customer calls and flexibility to operate in shifts at multiple locations.

Day of the year	Time of the day		Destination No.
	From	TO	
SUNDAY	0900Hrs	1200Hrs	044-2222 4444 (Chennai office I)
	1200Hrs	1500Hrs	011-2111 1111 (Delhi office)

3. Alternate Destination Routing:

If the destination number is busy or no reply, the call to toll free number 1800-345-8899 can be diverted to another number or announcement.

Destination No.	if destination no. Busy then divert to	if destination no. No Reply then divert to
044-2222 4444 (Chennai office I)	044-2567 4789 (Chennai office II)	011-2111 1111 (to Delhi)

4. Call Distribution:

Allows the organization to route calls based on staffing levels. The call split is based on a percentage distribution that user designate. If a user has three Call centres having the Staff strength of 20, 30 and 50 calls can be routed to these Call Centres in ration of 2:3:5 i.e. out of ten calls, two, calls will be routed to first Call center, three to second call center and five to third call center. Suppose ABC is a tourism based company. During vacation the number of calls to toll free no 1800-345-8899 increases 2 times the average daily calls. Bangalore Call Center is only equipped for handling average number of calls in a day. The surge in traffic during summer can be split and diverted to the other office department/ location/ centers any where in India.

Destination No.(with STD code)	Priority	% of Calls
080-2525 8080 (Bangalore office)	I	50
044-2222 4444 (Chennai office I)	II	30
011-2111 1111 (Delhi office)	III	20

5. Line Hunting

Allows organization to have one or more installations where the call may be answered i.e. a user can have multiple call centres (up to eight) anywhere in India. All Call Centre numbers can be put under a hunting group This is a methodology of distributing phone calls from a single telephone number to a group of several phone lines. That is, calls to toll free number 1800-345-8899 routed to Bangalore office on 080-2525 8080 can be attended by upto 8 phone lines. If line 1 & 2 is busy, call will go to line 3. If all 8 lines are busy then call will terminate on destination no. as per alternate destination at 3 above.

The eight numbers in the hunt group can be of BSNL landline or mobile. Landlines need not be from the same exchange, any landline number of different geographical locations can be used in the hunt group.

Destination No.(with STD)	Hunting No. 1(with STD)	Hunting No. 2 (with STD)	Hunting No. 3 (with STD)	Hunting No. 4(with STD)	Hunting No. 5(with STD)
080-2525 8080	080-2525 8190	080-2525 8191	080-2525 8192	080-2525 8193	080-2525 8194

6. Black List/ Grey list

BLACK & WHITE LIST - allows organization to selectively block incoming calls from specific originating areas. In this way, area of coverage can be decided as per the requirements and also the cost of handling unnecessary calls can be saved.e.g. Company ABC doesnot have service in Sikkim and doesnot want to receive calls from that area, the number can be put as blacklist. Also, any malignant or obnoxious call can be blocked by adding that calling number in the black list. White list denotes the numbers or levels allowed to make call.

Blacklist No.(with STD code)
03592-abcde

Greylist: When a calling line is added in the grey list, a PIN is associated with it. When a caller from grey list access the service, a PIN is asked for authentication. Callers received from any of the grey listed numbers will be prompted to dial the assigned 4 digit PIN to get access.

Greylist Number (with STD)
03592-3033003

7. PIN based access:

Company ABC is a retail chain that advertises toll free number but does not want general public to call. The calls to this toll free can be restricted to the authorised dealers / distributors spread across the country by assigning a PIN to them. This will limit unnecessary calls, reduce operational costs while taking all advantages of above mentioned features.

8.Time Limit per Call (in sec.)

The duration of the call conversation can be preassigned. This will save financial and human resource of the company. Suppose on average, a call is answered in 3 minutes, frivolous long duration calls can be avoided by limiting the call duration.

9. No of calls per day or per hour:

The maximum number of calls received on the toll free number can be defined on hourly basis or per day. For example, 10 calls per hour or 50 calls per day depending upon the capacity and requirement of the company subscribing to toll free number.