

## Routes

Define how you want to manage your incoming calls by specifying the routing and filtering of your calls.

### Getting Started

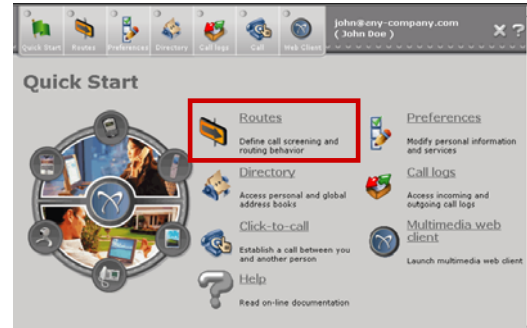
There are two options available to access your Personal Agent Portal:

1. Select **Agent** from your Outlook toolbar.



2. From any browser, go to: <http://C4communicate.net>.

After you login, select **Routes** from the *Quick Start* menu.

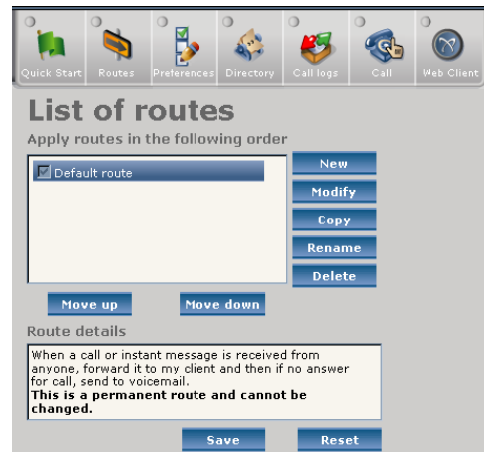


### Route Wizard

The Route Wizard is a step-by-step process that you use to create a new route or modify an existing route. The Route Wizard starts with the List of Routes page and allows you to create a **New** or **Modify** an existing Route.

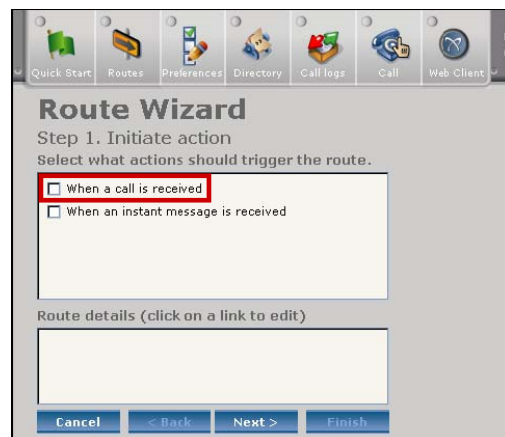
Using the Route Wizard you can:

- > Define and order routes for how your incoming calls are handled.
- > Specify conditions as to how specific calls should be presented to you, and on what devices, in a simultaneous or sequential fashion.
- > Define personalized time blocks to further define your routes so that you are always in reach.
- > Send an Instant Message (IM) when processing a ring list.
- > Multiple routes can be created based on call treatment requirements.



### Step 1: Initiating Action

Select **When a call is received** checkbox.



### Step 2: Conditions

Specify the filtering conditions respective to the call originator and time of day that must apply before the *Actions* in Step 3 can take place. Options are:

- > From [THESE PEOPLE](#) in my Personal Address Book
- > From [THESE PEOPLE](#) in my Global Address Book
- > From [THESE GROUPS](#) in my Directory
- > From [THESE TELEPHONE NUMBER\(S\)](#)
- > From anonymous
- > Received in "Unavailable Busy"
- > Received in [SPECIFIC DAY/TIME RANGE\(S\)](#)

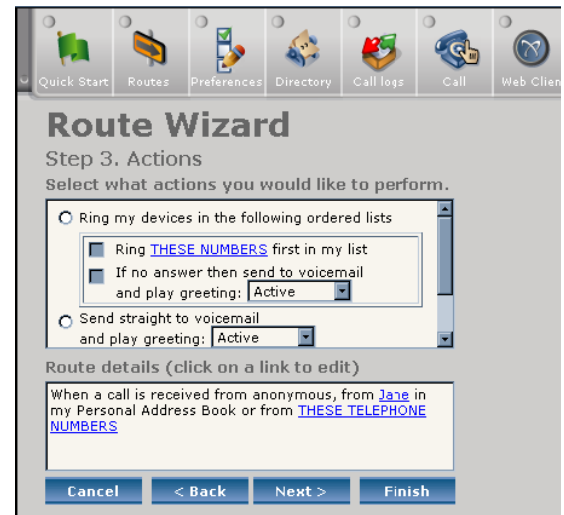
Note: Clicking on hyperlinks in Conditions window enable you to define details of the Conditions criteria. If no Condition selection is made, clicking next will apply Condition to all callers.

### Step 3: Actions

Specify what action, or actions, are performed when a call is received.

Action Options:

- > Ring my devices in the following ordered list
  - Ring [THESE NUMBERS](#) first in my list
  - If no answer then send to voicemail and play greeting (Note: this box must be checked if you want your callers to return to your work voicemail after ringing devices selected. Use Unified Messaging portal to set greeting.)
- > Send straight to voicemail and play greeting
- > Rejection [MESSAGE](#) (PSTN callers receive busy tone)
- > Request an email (PSTN callers receive busy tone)



**Route Wizard**  
Step 3. Actions

Select what actions you would like to perform.

Ring my devices in the following ordered lists

Ring [THESE NUMBERS](#) first in my list

If no answer then send to voicemail and play greeting:

Send straight to voicemail and play greeting:

Route details (click on a link to edit)

When a call is received from anonymous, from [Jane](#) in my Personal Address Book or from [THESE TELEPHONE NUMBERS](#)

### Step 4: Exceptions

Specify any exceptions to filtering conditions defined in Step 2. The method for specifying Exceptions is consistent with the method for specifying Conditions.



**Route Wizard**  
Step 4. Exceptions

Select when this route should not apply.

From [THESE PEOPLE](#) in my Personal Address Book

From [THESE PEOPLE](#) in my Global Address List

From [THESE GROUPS](#) in my Directory

From [THESE TELEPHONE NUMBER\(S\)](#)

From anonymous

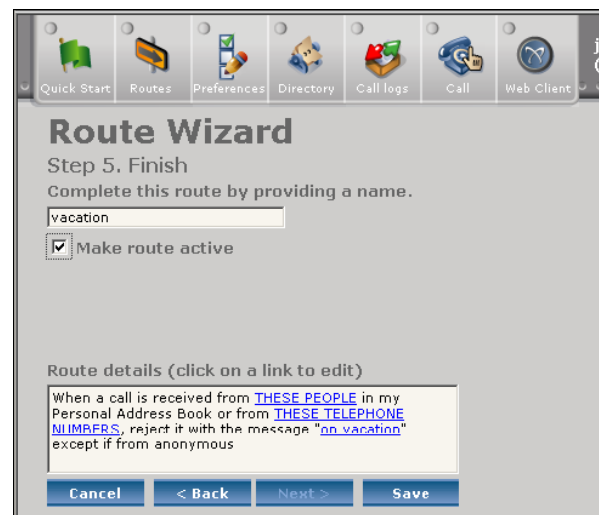
Received in "Unavailable Busy"

Route details (click on a link to edit)

When a call is received from anonymous, from [Jane](#) in my Personal Address Book or from [THESE TELEPHONE NUMBERS](#), ring [THESE NUMBERS](#).

### Step 5: Finish

Provide name for the Route (must be uniquely named). Specify whether the Route should be actively used to handle calls. Save Route.



**Route Wizard**  
Step 5. Finish

Complete this route by providing a name.

Make route active

Route details (click on a link to edit)

When a call is received from [THESE PEOPLE](#) in my Personal Address Book or from [THESE TELEPHONE NUMBERS](#), reject it with the message "on vacation" except if from anonymous