



# Personal Agent Routes Quick Reference Guide for use with C4 IP

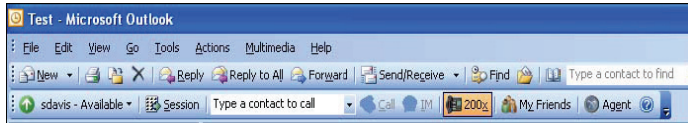
## Routes

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>.

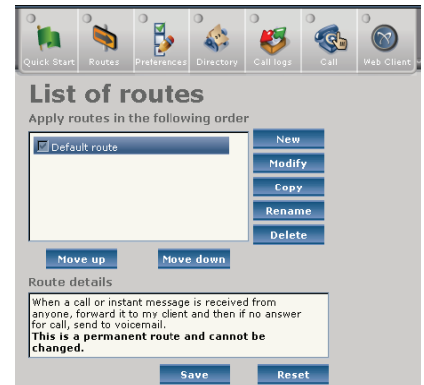
After you login, select **Routes** from the Quick Start menu.

## 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.

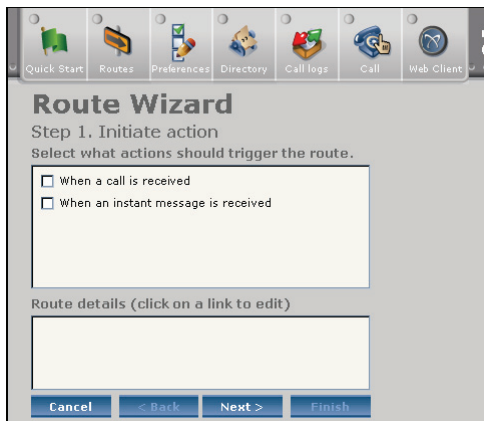
Using the Route Wizard you can:

- 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 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 the Conditions window enable you to define Conditions criteria details. If no Condition is selected, clicking next will apply the Condition to all callers.



USER ID

PASSWORD

PHONE NUMBER



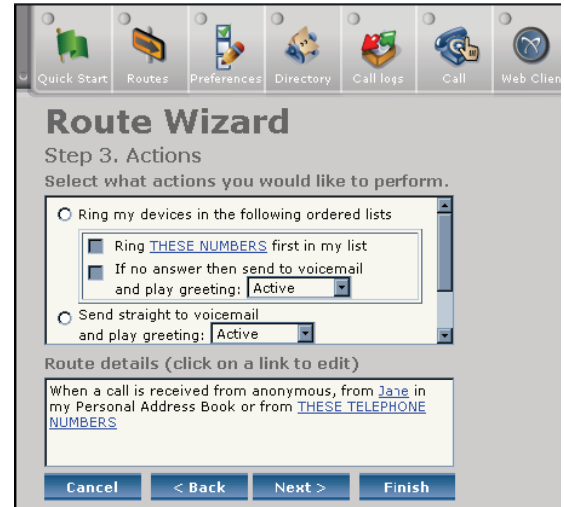
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## Step 3: Actions

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

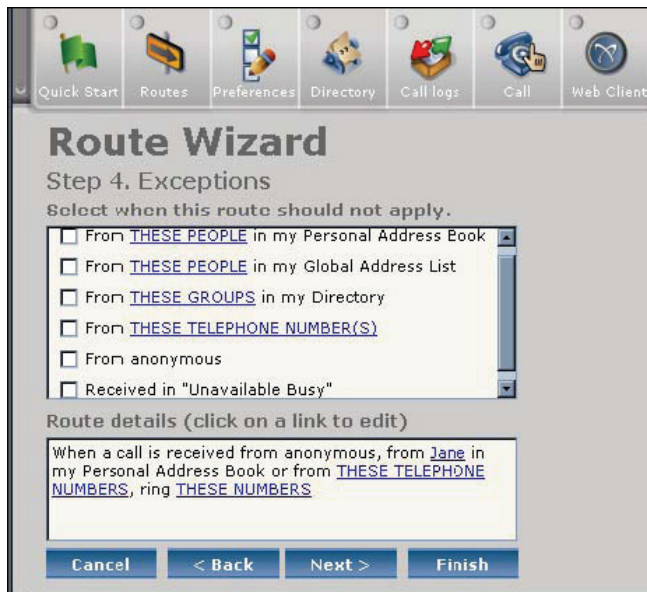
Action Options:

- Ring my devices in the following ordered list
  - Ring [THESE NUMBERS](#) first in my list
  - If no answer, 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)



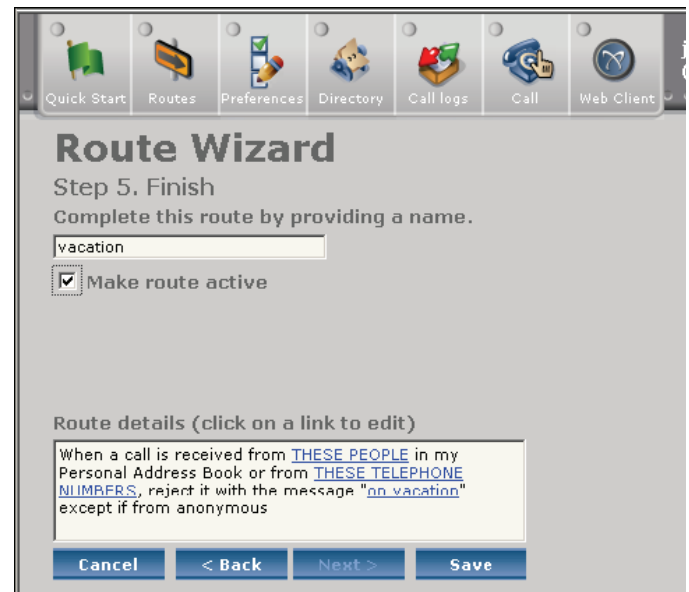
## Step 4: Exceptions

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



## 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.



USER ID

PASSWORD

PHONE NUMBER

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