



Cloud Voice SIPT

Trunk Forwarding and DDI/User Call Forwarding

Introduction

Call forwarding rules on Trunks and individual DDI numbers can be configured on the Business Portal. This guide explains the different forwarding options available on Cloud Voice SIPT.

Accessing the Business Portal

The business Portal is a web-based interface that allows you to view and configure your Cloud Voice Service. It can be accessed here -

<https://businessportal.business.bt.com/>

Log in using the credentials issued at time the service was established. (This document is based on a Company Administrator level of access).

A screenshot of the Business Portal login page. The page has a dark purple header with the text 'Please Login'. Below the header, there are three input fields: 'Username', 'Domain', and 'Password'. At the bottom of the form is a dark purple button with a white key icon and the text 'Login'.

Once successfully logged in you will see the main company dashboard.

Setting up Trunk Group Diverts

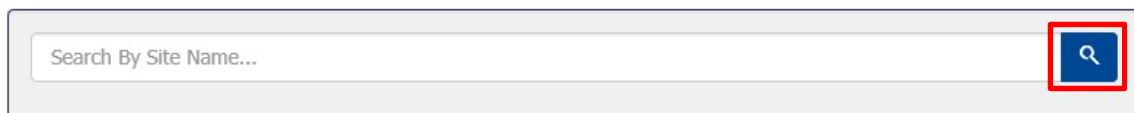
(This is a free feature available on all Trunk Groups)

From the main screen select the **Sites** tab

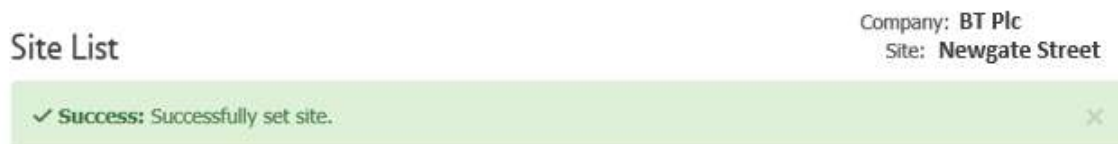


On the sites page click on the **search** icon to view all sites associated to your Cloud Voice service.

Site List

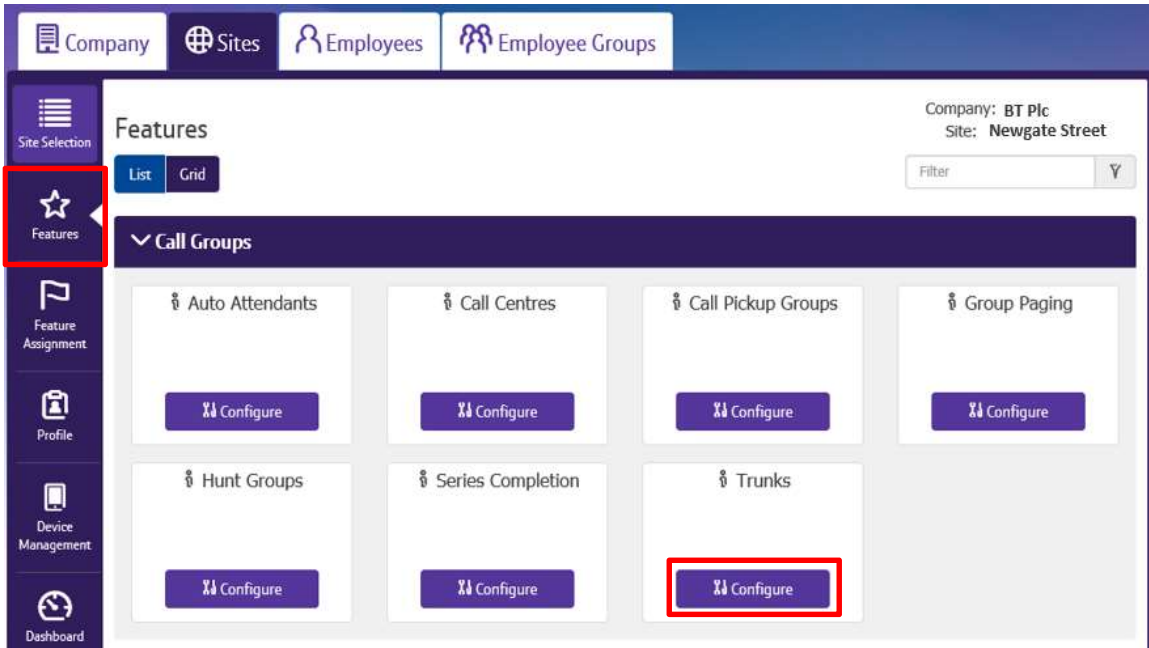


Once you have chosen the site you want to configure press the **select** button. A confirmation notification banner will appear, and the site details will be visible on the right-hand side.



Now that a site has been selected you can use the left-hand menu to view and configure the Cloud Voice SIP service.

Select the **Features** button, then click on **Configure** under the Trunks heading. (The screenshot below is grid view rather than the default list view).



On the next page you will see a summary of the trunks associated to the site you selected. You can see the maximum number of concurrent calls that can be made on that trunk.

In the lower section of this screen you can also see the Trunks associated to the site. **Click on the trunk name** to see further details about the trunk configuration, including the ability to set routing options when the trunk is unreachable or call forwarding settings.

Trunks				
1 Trunk found. Displaying all Trunks				
	Trunk Name	Trunk ID	Device ID	Device Category
	Cisco Lab Oswestry A	CVSITE100024322A@bt.com	Cisco CUCM with Cisco CUBE A	Group

Unreachable Destination Settings

Unreachable Destination Settings

Timeout Seconds

Action None Forward To CLI Reroute To Trunk

Use this section for failover situations. The status of a Trunk turns to an unreachable state when the SIP registration is lost. This could be due to a PBX failure or an issue with access preventing communication between the PBX and our Cloud Voice Platform. At which point the platform will follow the unreachable conditions applied here.

None: No alternative routing is applied.

Forward to CLI: Select this option to enter an alternative telephone number that all redirected calls should be routed to until service is restored.

Reroute to Trunk: If you have other Trunk Groups on your Cloud Voice service, you can select them from the drop-down list and have calls redirected in the event of a failure.

Call Forwarding Always Settings

Call Forwarding Always Settings

Action None Forward To CLI Reroute To Trunk

If you are not experiencing an outage and would still like to redirect call traffic on a particular trunk, you can use the Call Forwarding Always settings to re-route all traffic to an alternative number, or another Trunk Group. Note if you send calls to an alternative trunk the receiving PBX will need to be configured to know how to handle these calls.

None: No call forwarding is applied.

Forward to CLI: Select this option to enter an alternative telephone number that all redirected calls should be routed to until call forwarding is reset to None.

Reroute to Trunk: If you have other Trunk Groups on your Cloud Voice service, you can select them from the drop-down list and have calls redirected until call forwarding is reset to None.

Click **Save** to confirm and apply any changes.

Setting up DDI diverts

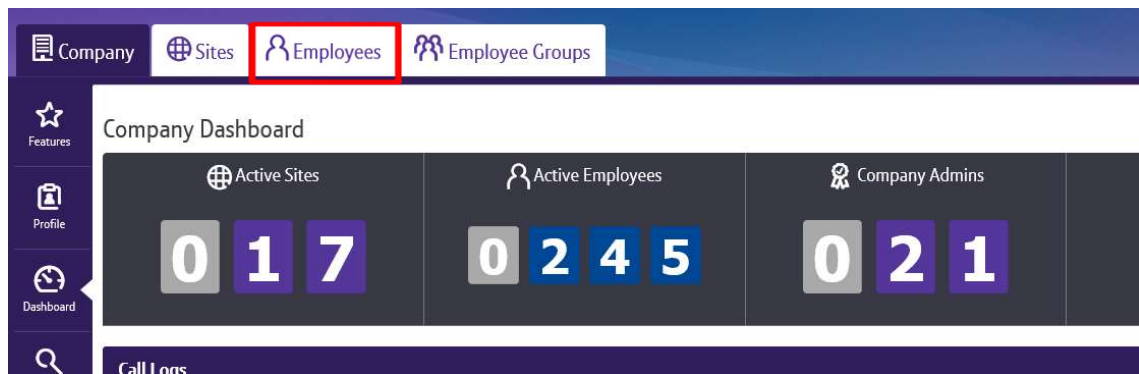
There are two DDI divert options available on Cloud Voice SIP, we refer to these as User Add-ons, they are;

- User Failover
- Smart Forwarding

These can be applied to one or more DDI's. There is a charge for each add-on of £0.25p per DDI/User, per month.

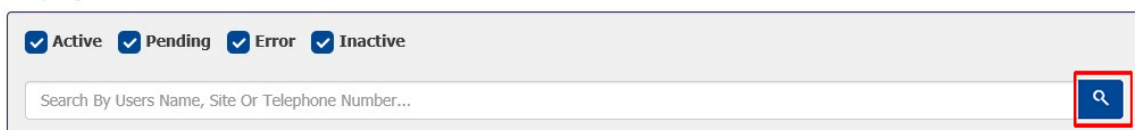
You may wish to apply this to only the critical numbers related to your business rather than every single DDI number.

Once logged into the Business Portal select the **Employee** tab from the main screen



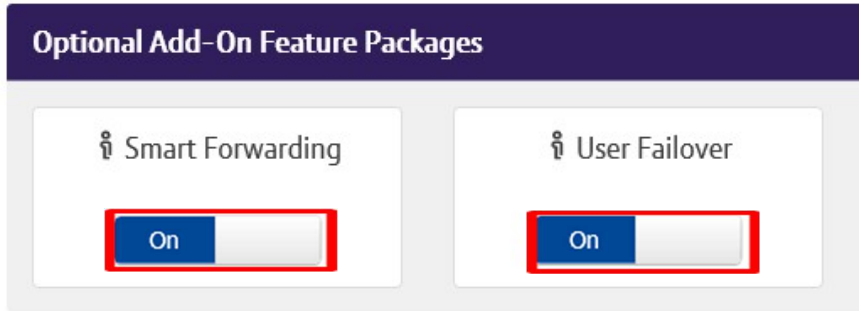
On the Employees page enter the DDI in the search bar and click on the **search** icon.

Employee Selection

A screenshot of the 'Employee Selection' search bar. It features four checked checkboxes: 'Active', 'Pending', 'Error', and 'Inactive'. Below the checkboxes is a search input field with the placeholder text 'Search By Users Name, Site Or Telephone Number...'. A search icon (magnifying glass) is located to the right of the input field and is highlighted with a red box.

Once you have found the DDI/User you want to configure, click on the **select** button. The site and DDI details will be visible on the right-hand side.

Using the left-hand menu click on **Service Setting** to check that User Failover and/or Smart Forwarding is active on that DDI/user.

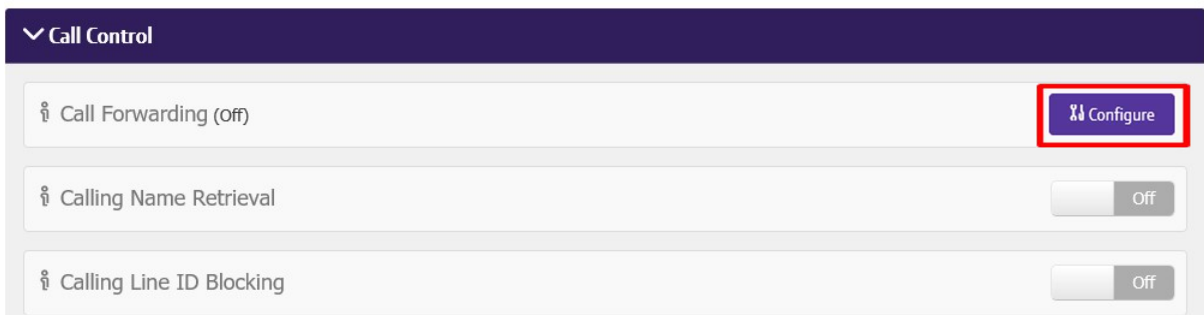


Use the buttons to toggle on and off. Click **Save** to confirm and apply any changes.

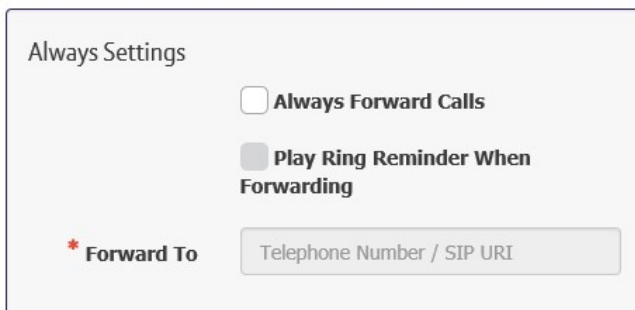
Note: You will see an error message if you try to enable more add-ons than you have subscribed to. If you require more add-ons please speak to your sales rep.

On the left-hand menu select **Features**. This will take you to the call control section where you can select various call forwarding options.

Click the Configure option next to Call Forwarding. Note this option will not be available if the DDI/User does not have Smart Forwarding or User Failover assigned



Call Forwarding- Always Settings



Enable the feature by ticking the Always Forward calls option. Then enter a Telephone number in the Forward to field. Untick the feature to remove the forward.

Call Forwarding- Busy Settings

Busy Settings

Forward Calls When Line Is Busy

* Forward To

Enable the feature by ticking the Forward Calls When Line Is Busy option. Then enter a Telephone number in the Forward to field. Untick the feature to remove the forward.

Call Forwarding- No Answer Settings

No Answer Settings

Forward Calls When There Is No Answer

* Forward To

Number Of Rings

Enable the feature by ticking the Forward Calls When There is No Answer option. Then enter a Telephone number in the Forward to field. Untick the feature to remove the forward.

Call Forwarding- Not Reachable Settings

Not Reachable Settings

Forward Calls When Line Is Not Reachable

* Forward To

Enable the feature by ticking the Forward Calls When Line Is Not Reachable option. Then enter a Telephone number in the Forward to field. Untick the feature to remove the forward. This can be pre-configured and will only become active when the SIP Trunk has lost registration with the Cloud Voice Platform.

Click **Save** to confirm and apply any changes.