

Call management refers to the processes and systems used to handle incoming and outgoing calls within an organization or a telecommunication network. It involves various functionalities such as call routing, call queuing, call forwarding, call monitoring, and call reporting. Call management systems are often integrated with telephony systems, such as PBX (Private Branch Exchange) or VOIP (Voice over Internet Protocol) systems, to streamline communication operations and enhance efficiency.

1. **Call Routing:**

- **Sample Scenario:** In a business, incoming calls to the main office number need to be routed to different departments based on the caller's selection (e.g., press 1 for sales, press 2 for support).
- **Implementation:** Configure a call routing table in the PBX or VOIP system to map incoming call numbers to specific extensions or departments. Use IVR (Interactive Voice Response) menus to guide callers through options and route calls accordingly.

2. **Call Queuing:**

- **Sample Scenario:** During peak hours, when all support agents are busy, incoming support calls should be placed in a queue and handled in the order they were received.
- **Implementation:** Set up call queuing rules in the telephony system to hold incoming calls in a queue. Configure parameters such as maximum queue length, wait time thresholds, and queue overflow handling (e.g., voicemail fallback or routing to another department).

3. **Call Forwarding:**

- **Sample Scenario:** An employee is out of the office and wants calls to their office extension to be forwarded to their mobile phone.
- **Implementation:** Enable call forwarding options on the employee's extension or device settings. Specify the forwarding number (e.g., mobile phone number) and conditions (e.g., forward all calls, forward on no answer or busy).

4. **Call Monitoring:**

- **Sample Scenario:** A supervisor needs to monitor live calls between agents and customers for quality assurance and training purposes.
- **Implementation:** Use call monitoring features provided by the telephony system, such as silent monitoring, whisper coaching (supervisor can speak to the agent without the customer hearing), and barging in (supervisor joins the call).

5. **Call Reporting:**

- **Sample Scenario:** The management team wants to track call metrics such as call volume, call duration, call abandonment rates, and peak calling hours for performance analysis.

- **Implementation:** Utilize call reporting and analytics tools integrated with the telephony system or use third-party reporting software. Generate reports on key call metrics, create dashboards for real-time monitoring, and analyze trends over time.

6-From CISCO Unified CM Administration console:

1- Go to Device – Phone – Add New

The screenshot shows the Cisco Unified CM Administration console. The 'Device' tab is selected, and a dropdown menu is open showing options: CTI Route Point, Gatekeeper, Gateway, Phone (selected), Trunk, Remote Destination, and Device Settings. Below the menu, the 'Find and List Phones' section displays a table of existing phones.

Device Name(Line)	Description	Device Pool	Device Protocol	Status	Last Registered	Last Active	Unified CM	IPv4 Address	Copy	Super Copy
test1	Test1	Default	SCCP	None	Never			None		
test2	test2	Default	SCCP	Registered	Now		CUCM1	192.168.1.118		
test3	test3	Default	SCCP	Registered	Now		CUCM1	192.168.1.105		

- 2- Add New
- 3- Click to Add – Select Cisco IP Communication – Click Next

The screenshot shows the 'Add a New Phone' page. The 'Phone Type' dropdown is open, displaying a list of phone models. 'Cisco IP Communicator' is highlighted in blue.

- 4-
- 5- Select protocol

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾

Phone Configuration

Next

Status
Status: Ready

Select the type of phone you would like to create

Product Type: Cisco IP Communicator

Select the device protocol: **SCCP**

Next

6-

7- Provide Name – TFTP Servers IP ?

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾

Phone Configuration

Save

Product Type: Cisco IP Communicator
Device Protocol: SCCP

Device Information

☒ Device is trusted

Device Name*: test10

Description

Device Pool*: -- Not Selected [View Details](#)

Common Device Configuration: -- Not Selected [View Details](#)

Phone Button Template*: Default

Softkey Template: < None >

Common Phone Profile*: Standard Common Phone Profile [View Details](#)

Calling Search Space: < None >

AAR Calling Search Space: < None >

Media Resource Group List: < None >

User Hold MOH Audio Source: < None >

Network Hold MOH Audio Source: < None >

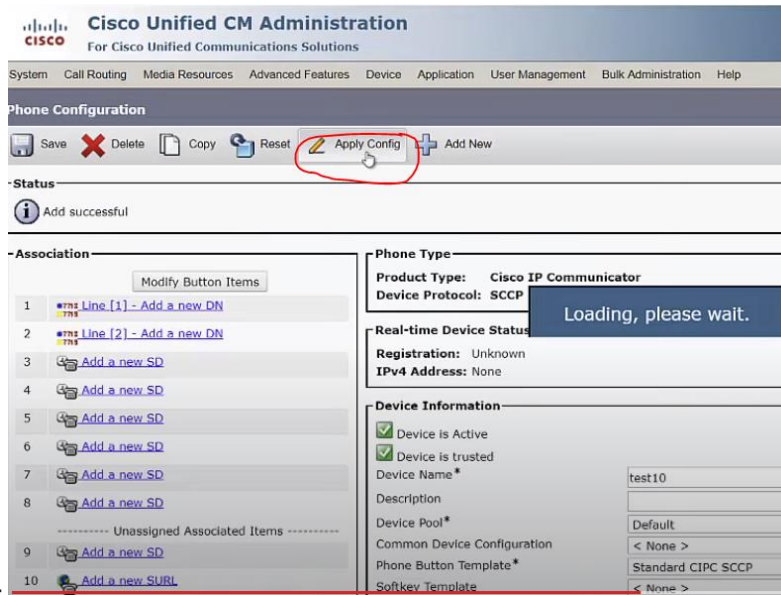
Location*: Hub_None

AAR Group: < None >

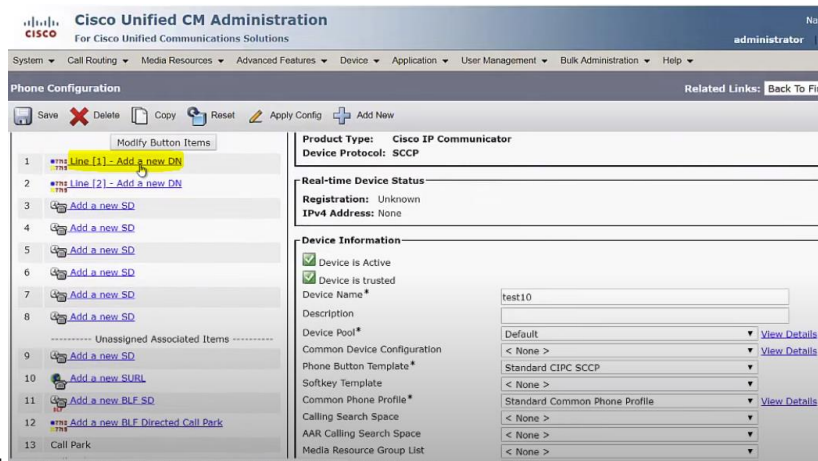
User Locale: < None >

8-

9- Hit Apply Config –



- 10-
- 11- Add Extension number – Click Line [1]



- 12-
- 13- Provide some information and hit apply

25-

