



SmartRoute

A framework for flexible Routing Strategies

With LiteScape SmartRoute™ users can make flexible call routing decisions based on: Phone Number patterns and their own Presence, Location, and Calendar.

| | Call Direction | Rule Type | Criteria | Pattern | Rule | Option | Priority |
|---|----------------|---------------|----------|--------------|---------|--------------|----------|
| 1 | Incoming | Location | Contains | room_1 | Forward | 1000 | 11 |
| 2 | Both | Phone No Mask | Equals | 900* | Prompt | Custom_05002 | 9 |
| 3 | Outgoing | Phone No Mask | Equals | * | Prompt | | 11 |
| 4 | Outgoing | Phone No Mask | Equals | 1000 | Prompt | Custom_05002 | 11 |
| 5 | Incoming | Phone No Mask | Equals | 1234* | Forward | 2345678 | 1 |
| 6 | Incoming | Phone No Mask | Equals | 650* | Forward | 2000 | 9 |
| 7 | Outgoing | Phone No Mask | Equals | 714152163611 | Forward | 814152163611 | 9 |

| | | | | | | |
|----------|---------------|--------|-----------|--------|--|-------------|
| Incoming | Presence | Equals | Available | Permit | | 0 (Highest) |
| | Phone No Mask | | | | | |
| | Location | | | | | |
| | Calendar | | | | | |
| | Rate | | | | | |

With SmartRoute users and administrators can easily set routing rules for handling calls. SmartRoute offers Web-based, Smart-Phone and Email based interfaces for defining the routing rules. Users can set customized routing rules by sending free-form text emails using any email client.

The application supports routing rule for both incoming and outgoing calls. Users can set rules to permit, deny, forward calls to a number/voice mail, or prompt callers with announcements. Decisions on handling calls are based on rule types and their priorities defined by the user such as the Caller's phone number pattern or the user's presence status or the user location.

Features

- **Pre-built Extensible Routing Strategies** – Ships with a set of pre-built extensible routing strategies based on extensions, users, groups, and corporate policies.
- **Phone Number Mask** – Using partial or full number patterns, users can define rules to treat calls based on caller/called number information.
- **Presence/Availability** – Users can set routing rules based on their presence/calendar status including: “Free”, “Available”, “Busy”, “In a meeting”, or “On a phone call”.
- **Office Location (SPM)** –Users identify their routing preference by using RFID, Magnetic cards, Biometric and barcode based tagging. SmartRoute dynamically routes the call to the closest phone to where the users at.
- **Cisco presence** – “Cisco Presence” rule type uses Cisco Unified Presence data to decide on where to route calls.
- **Rate** – Control which route the call should use based on the rate (cost) of the call.

Hardware/software requirements

- **Processor** - 2 GHz, dual processor, Memory: 4 GB RAM, Hard Disk Space: 80 GB available
- **Software Requirements** - Microsoft Windows Server 2022 (.NET 4.0+), Microsoft IIS 8 Microsoft SQL Server 2022
- **Supported directory servers** - Microsoft Active Directory, LDAP, Microsoft Exchange, Custom database
- **Cisco Unified Presence Server** - CUPS 12 or higher
- **Supported IP Telephony Systems** - Cisco CUCM 12 or higher
- **Find out more**
For additional information on LiteScape solutions, please contact us: info@litescape.com or visit our Web site at www.litescape.com. Let us show you exactly how LiteScape applications deliver top- and bottom-line solutions by enhancing the value of IP Communications.