Sample Configuration for Call Routing Server

This sample demonstrates how you can use Call Routing Server with the SQL Plug-in to route incoming calls to the appropriate agent based on caller-entered digits.

Upon receiving an event from the Telephony Server, the Call Routing Server searches each section of its configuration, attempting to match the received information with the Event Name, Filter Name and Filter Value values. If the server doesn't make a match with one section, it moves to the next.

The Call Routing Server would stop at the following section (named Check Caller Digits) if it receives a RouteRequest event from VDN 9888*.

Once the match is made, the server passes the event to the SQL Plug-in, which executes an SQL query on the database identified in the Connection String parameter (sample.mdb). The plug-in uses the specified file path.

If the SQL query matches the caller digits received with the RouteRequest event with digits in the CallerDigits column of the database table, the SQL Plug-in will return the string in the Agent column of the table. It returns this value via the RouteSelect event. It will also return the received RouteRegisterReqID and RoutingCrossRefID parameters to identify the route request.

<table>
<thead>
<tr>
<th>CallerDigits</th>
<th>Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234</td>
<td>8765</td>
</tr>
<tr>
<td>5678</td>
<td>6892</td>
</tr>
</tbody>
</table>
If the SQL query fails to match the caller digits, the RouteSelect event requests the call be routed to extension 8574.

If an error occurs that prevents the execution of the SQL query, the RouteSelect event requests the call be routed to extension 8553.

On receiving the RouteSelect event, the Call Routing Server, will pass it to the Telephony Server, which will, in turn, pass it to the Avaya Communication Manager for routing to the agent.

* VDN 9888 must be registered as a routing VDN before Call Routing Server can receive RouteRequest events from it (see the Call Routing Server parameter Routing VDN List).

Note: It is essential that event parameters are typed accurately, with uppercase letters in the right place and without spaces between words. To confirm a parameter, refer to the Appendix at the end of this document.

Enable Client=True
Client Library Name=ASGSimpleSQL.dll
Display Name=Link to SQL Database
Display Icon=someicon.ico
Event Type=Native

First Section

Configuration Section Name=Check Caller Digits

Connection String=Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\Program Files\Avaya\Contact Center Express\Server\Call Routing Server\Samples\SQL Plug-in\sample.mdb;Persist Security Info=False

Database Server Name=
Database Name=
Database User Name=
Database User Password=

SQL Query=SELECT * FROM tblChecking WHERE CallerDigits=cstr(%UserEnteredCode%)

SQL Stored Procedure Name=
SQL Stored Procedure Parameter Sequence=

Event Name=RouteRequest
Event Filter Name=VDN
Event Filter Value=9888

Return Event Name=RouteSelect

Return Event Parameter Sequence=%RouteRegisterReqID%, %RoutingCrossRefID%, RouteSelected=$Agent$

Return Event Allow Multiple Events=False
Return Event Total Record Count Name=RecordCount

Return Event Current Record Count Name=CurrentRecord

No Record Event Name=RouteSelect

No Record Event Parameter Sequence=%RouteRegisterReqID%, %RoutingCrossReqID%， RouteSelected=8574

Error Event Name=RouteSelect

Error Event Parameter Sequence=%RouteRegisterReqID%, %RoutingCrossReqID%， RouteSelected=8553

Thread Pool Size=2

Maximum Queued Requests=10