Call Distribution based on caller's area code

This article details how to configure Advanced Queuing to perform a call distribution based on caller country area code, provided the countries are among the ones built in into the Imagicle UC Suite (English, Italian, French, Spanish, German, Arabic).

If other languages are required, please get in touch with Imagicle for an on-project based customization.

Imagicle Advanced Queuing provides a built-in script that allows incoming calls to be automatically distributed to the proper queue by applying the following algorithm:

- all incoming calls arrive on <Orig_Q_N>, which the Original Queue Number;
- the script detects caller country area code;
- calls are then distributed to the proper <Language_Based__Q_N>[1-6] queue.

The localized queue numbers are composed by the original queue number with an appended suffix, as follows:

- <Orig_Q_N>1 for English and unrecognized languages
- <Orig_Q_N>2 for Italian;
- <Orig_Q_N>3 for French;
- <Orig_Q_N>4 for Spanish;
- <Orig_Q_N>5 for German;
- <Orig_Q_N>6 for Arabic;

As such, a call coming from +4989432652 to queue 8010 will be automatically routed to queue 80105, as 5 identifies German localized queue.
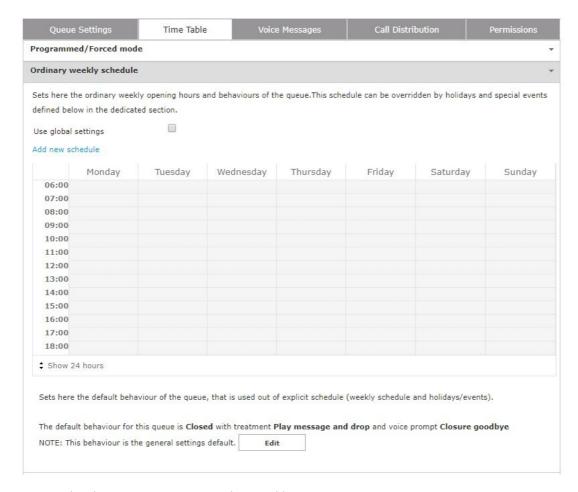
Configuration steps.

1. Configure two Route Patterns to route calls both to the main queue and to the localized ones (in this example, RPs are: 801X and 8010X);
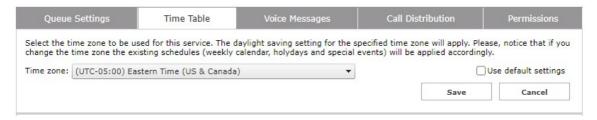2. Add in Advanced Queuing a new queue (number <Orig_Q_N>);

3. Go on edit queue settings, and select time table;

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Queue Settings	Time Table	Voice Messages	Call Distribution	Permissions

Programmed/Forced mode ▾

Ordinary weekly schedule ▾

Sets here the ordinary weekly opening hours and behaviours of the queue.This schedule can be overridden by holidays and special events defined below in the dedicated section.

Use global settings ☐

Add new schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
06:00							
07:00							
08:00							
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							

↕ Show 24 hours

Sets here the default behaviour of the queue, that is used out of explicit schedule (weekly schedule and holidays/events).

The default behaviour for this queue is **Closed** with treatment **Play message and drop** and voice prompt **Closure goodbye**

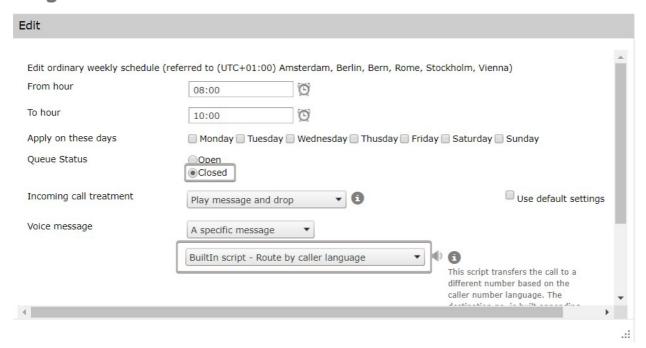NOTE: This behaviour is the general settings default. | Edit |

4. Select the proper time zone to apply time table.
   Please, notice that the daylight saving time automatically applies to the selected time zone.

Queue Settings	Time Table	Voice Messages	Call Distribution	Permissions

Select the time zone to be used for this service. The daylight saving setting for the specified time zone will apply. Please, notice that if you change the time zone the existing schedules (weekly calendar, holydays and special events) will be applied accordingly.

Time zone: (UTC-05:00) Eastern Time (US & Canada) ▾   ☐ Use default settings
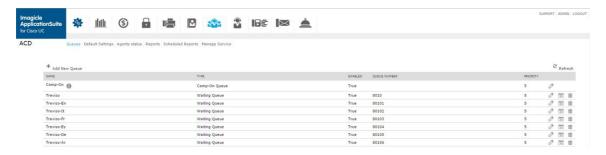
| Save | Cancel |

5. Click on "Add new Schedule" and unflag "use default settings"

Set "Closed" and "Voice Message" to built-in 'Script - Route by caller language'

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Edit

Edit ordinary weekly schedule (referred to (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna)

From hour   `08:00` 🕐

To hour   `10:00` 🕐

Apply on these days ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thusday ☐ Friday ☐ Saturday ☐ Sunday

Queue Status   ○ Open
                     ● Closed

Incoming call treatment   `Play message and drop ▾` ⓘ   ☐ Use default settings

Voice message   `A specific message ▾`

`BuiltIn script - Route by caller language ▾` 🔊 ⓘ

This script transfers the call to a
different number based on the
caller number language. The
destination no. is built appending

6. For each language in scope, it is required to configure in Advanced Queuing the related queue, corresponding to the localized queue as per <Orig_Q_N> + suffix and associate to each of them the proper behavior. Suffix must follow the described pattern.

NAME	TYPE	ENABLED	QUEUE NUMBER	PRIORITY	
Camp-On ⓘ	Camp-On Queue	True		5	🖉
Treviso	Waiting Queue	True	8010	5	🖉 📅 🗑
Treviso-En	Waiting Queue	True	80101	5	🖉 📅 🗑
Treviso-It	Waiting Queue	True	80102	5	🖉 📅 🗑
Treviso-Fr	Waiting Queue	True	80103	5	🖉 📅 🗑
Treviso-Es	Waiting Queue	True	80104	5	🖉 📅 🗑
Treviso-De	Waiting Queue	True	80105	5	🖉 📅 🗑
Treviso-Ar	Waiting Queue	True	80106	5	🖉 📅 🗑

Please note that it is always possible to also call directly any of the personalized queues using their relevant <Orig_Q_N> + suffix number.