MiVoice MX-ONE

Call Diversion, Operational Directions

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⋈ Mitel®

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General

The divertee positions which can be used in connection with diversion are predetermined and constitute an individual divertee position and/ or up to four divertee positions common to the exchange. There are also four individual divertee positions used for diversion on busy and diversion on no answer.

At initiating of general individual divertee position it can be determined what type of call origin it affects. The other call origins will be diverted to the common divertee positions.

If the telephone set has a display and the extension has direct diversion activated, the number on the divertee position for internal calls will be displayed.

Answer position for follow me is determined by a procedure and is not described here.

NOTE: Call diversion can also be configured with MX-ONE Service Node Manager (for common diversion data), and MX-ONE Provisioning Manager (for individual diversion data).

Glossary

For a complete list of abbreviations and glossary, see the description for *ACRONYMS, ABBREVIATIONS AND GLOSSARY*.

Common Diversion Numbers

The common diversion numbers can be different for direct, busy and no-reply diversion.

A common diversion number is a number of a divertee position which is common for the entire system.

The system may have up to four common diversion numbers per customer:
- Common diversion number for internal calls.
- Common diversion number for calls within a private network.
- Common diversion number for calls from a public network.
- Common diversion number for calls originating from individual operators internally, or in a private network, if message diversion is activated.

The common diversion numbers are utilized for the facilities direct diversion and message diversion provided that the extension lacks an individual diversion position and individual message diversion position. They can also be utilized for diversion on busy and diversion on no answer if a general individual diversion number (see Individual diversion numbers) is initiated but not valid for the current call origin.

Regarding configuration of message divertee positions, see the Operational Directions for *INTERCEPTION SERVICE*.

Direct diversion means that an incoming call to a voice extension, internal group hunting group (PBX) or common bell group will be diverted to one of the common divertee positions.

Message diversion means that a call to a voice extension will be diverted to one of the common divertee positions provided that the latter is a message divertee position, mailbox port or common PBX operator group.

Diversion to common position shows to which common/customer divertee position a call is diverted, with regard to the origin of the call and which of the common/customer divertee positions are initiated in the exchange.

The activation or cancellation of an **internal** direct diversion for a voice extension is carried out with a procedure and can be executed from the origin position, the divertee position or a PBX operator.

The activation or cancellation of a **network** direct diversion for a voice extension is carried out with a procedure and can be executed from the origin position or a PBX operator.

Activation/cancellation of an **internal** direct diversion for an internal group hunting group (PBX) can be executed through a procedure from the divertee position or a PBX operator.

Activation/cancellation of a **network** direct diversion for an internal group hunting group (PBX) can be executed through a procedure from a PBX operator.

The common divertee position may be:
- an individual PBX operator
- a common PBX operator group
- voice extension
- internal group hunting group (PBX-group)
- procedure
- an external number within a private network of type SIP/H.323/ISDN/DPNSS

Table 2.1:Diversion to common position (Sheet 1 of 2)

CALL ORIGIN				
Initiated common divertee positions	Internal call	Calls within private network	Calls from public networks	Calls from operator
Internal 1)	Diverted to internal	Diverted to internal	Diverted to internal	Not diverted
Private 2)	Not diverted	Diverted to private	Diverted to private	Not diverted
Public 3)	Not diverted	Not diverted	Diverted to public	Not diverted
Operator 4)	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Not diverted	Diverted to operator
Both internal and private	Diverted to internal	Diverted to private	Diverted to private	Not diverted
Both internal and public	Diverted to internal	Diverted to internal	Diverted to public	Not diverted
Both internal and operator divertee	If originator is operator diversion to opediv group and message diversion is activate else diverted to internal	If originator is operator diversion to opediv group else diverted to internal	Diverted to internal	Diverted to operator
Both private and public	Not diverted	Diverted to private	Diverted to public	Not diverted

Table 2.1:Diversion to common position (Continued) (Sheet 2 of 2)

Both private and operator divertee	If originator is operator diversion to opediv group and message diversion is activated, else not diverted	If originator is operator diversion to opediv group and message diversion is activated, else diverted to private	Diverted to private	Diverted to operator
Internal, private and public	Diverted to internal	Diverted to private	Diverted to public	Not diverted
Internal, private, public and operator divertee	If originator is operator diversion to opediv group and message diversion is activated, else diverted to internal	If originator is operator diversion to opediv group and message diversion is activated, else diverted to private	Diverted to public	Diverted to operator

1. Common divertee position for internal calls.
2. Common divertee position for calls within a private network.
3. Common divertee position for calls from a public network.
4. Common divertee position for calls originating from operators internally, or in a private network, if message diversion is activated.

Common diversion positions for calls from internal parties and private networks have been initiated.

Calls from internal parties will be diverted to an internal diversion position, and calls from private or public networks will be diverted to the diversion position for private networks.

Customer Diversion Numbers

A customer diversion number is a number of a divertee position which is common for a specific customer.

The system may have up to four customer diversion numbers per customer:
- Customer diversion number for internal calls.
- Customer diversion number for calls within a private network.
- Customer diversion number for calls from a public network.
- Customer diversion number for calls originating from individual operators internally, or in a private network, if message diversion is activated.

The customer diversion numbers are utilized for the facilities direct diversion and message diversion provided that the extension lacks an individual diversion position and individual message diversion position.

Direct diversion means that an incoming call to a voice extension or internal group hunting group (PBX-group) will be diverted to one of the customer divertee positions.

Message diversion means that a call to a voice extension will be diverted to one of the customer divertee positions provided that the latter is a message divertee position, mailbox port or common PBX operator group. Regarding configuration of message divertee positions, see the Operational Directions for INTER-CEPTION SERVICE.

Diversion to customer position shows to which customer divertee position a call is diverted to with regard to the origin of the call and which of the customer divertee positions are initiated in the exchange.

The customer divertee position may be:
- an individual PBX operator
- a common PBX operator group
- voice extension
- internal group hunting group (PBX-group)
- procedure
- an external number within a private network of type SIP/H.323/ISDN/DPNSS

Diversion to customer position

If the diverted position belongs to a customer group and this customer has already initiated anyone of its customer diversion numbers (for internal and/or private and/or public calls), the table below applies to these customer diversion position, i.e., the diversion position will be looked for among the initiated customer diversion numbers.

Table 3.1:Diversion to customer position (Sheet 1 of 2)

CALL ORIGIN				
Initiated customer divertee positions	Internal call	Calls within private network	Calls from public networks	Calls from operator
Internal 1)	Diverted to internal	Diverted to internal	Diverted to internal	Not diverted
Private 2)	Not diverted	Diverted to private	Diverted to private	Not diverted
Public 3)	Not diverted	Not diverted	Diverted to public	Not diverted
Operator 4)	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Not diverted	Diverted to operator
Both internal and private	Diverted to internal	Diverted to private	Diverted to private	Not diverted
Both internal and public	Diverted to internal	Diverted to internal	Diverted to public	Not diverted
Both internal and operator divertee	If originator is operator diversion to opediv group and message diversion is activate else diverted to internal	If originator is operator diversion to opediv group else diverted to internal	Diverted to internal	Diverted to operator
Both private and public	Not diverted	Diverted to private	Diverted to public	Not diverted

Table 3.1:Diversion to customer position (Continued) (Sheet 2 of 2)

Both private and operator divertee	if originator is operator diversion to opediv group and message diversion is activate else not diverted	if originator is operator diversion to opediv group and message diversion is activated else diverted to private	Diverted to private	Diverted to operator
Internal, private and public	Diverted to internal	Diverted to private	Diverted to public	Not diverted
Internal, private, public and operator divertee	If originator is operator diversion to opediv group and message diversion is activated else diverted to internal	If originator is operator diversion to opediv group and message diversion is activated else diverted to private	Diverted to public	Diverted to operator

1. Customer divertee position for internal calls.
2. Customer divertee position for calls within a private network.
3. Customer divertee position for calls from a public network.
4. Customer divertee position for calls originating from operators internally, or in a private network, if message diversion is activated.

EXAMPLE:

Customer diversion positions for calls from internal parties and private networks have been initiated.

Customer calls from an internal partly will be diverted to an internal diversion position with the same customer number, and customer calls from a private or public network will be diverted to the diversion position for private networks with the same Customer number.

Individual Diversion Numbers

Voice Extension and Internal Group Hunting Group (PBX)

An individual diversion number is the number of an individual divertee position, for one or several voice extensions or internal group hunting groups (PBX).

The individual diversion number utilizes the following facilities:
- direct diversion
- message diversion
- diversion on busy
- diversion on no answer

Direct diversion to an individual divertee position, means that incoming calls are diverted to an individual divertee position which is unique for the called party.

Message diversion to an individual divertee position means that incoming calls will be diverted to the called party's individual divertee position provided that it is a message divertee position, mailbox port or common PBX operator group.

Diversion on busy means that incoming calls are diverted to the individual divertee position if the called party is busy.

Diversion on no answer means that incoming calls are diverted to the individual divertee position if the called party does not answer within a preset time. The time period may be changed using the command `diversion_system -c`.

Activation/cancellation of direct diversion to an individual divertee position is executed in the same way as direct diversion to a common divertee position, see section Common diversion numbers.

Activation/cancellation of **internal** diversion on busy/ diversion on no answer can be carried out from the origin position or from a PBX operator.

Activation/cancellation of **network** diversion on busy/ diversion on no answer can be carried out from the origin position or from a PBX operator in the same PBX as the controlling extension.

All facilities may be ordered singly or in combination.

The individual divertee position may be:
- an individual PBX operator
- a common PBX operator group
- a voice extension
- an internal group hunting group (PBX)
- a procedure
- an external number within a private network of type SIP/H.323/ISDN/DPNSS

Prerequisites

The different types of extensions which are to have the call diversion facility must also have a category which permits them to utilize the facility.

Aids

I/O terminal.

References

In these operational directions reference is made to the following documents:

Operational directions:

Interception Service

Command descriptions:

- `diversion`
- `diversion_common`
- `diversion_info`
- `diversion_system`

Procedure

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Execution

Common/Customer Diversion Numbers

Initiation of Common/Customer Diversion Numbers

General

The PBX may have four types of common/customer diversion numbers:
- One for calls from extensions
- One for calls within private networks
- One for calls from public networks
- One for calls from PBX-operator

Prerequisites

Execution

Key the command `diversion_common -p` to verify whether common/customer diversion numbers have already been initiated.

Key the command `diversion_common -i` to initiate common diversion numbers.

Key the command `diversion_common -p` to verify the result.

Erasure of Common/Customer Diversion Numbers

Key the command `diversion_common -e`

Key the command `diversion_common -p` to verify the result.

Alteration of Common/Customer Diversion Numbers

Key the command `diversion_common -i` to initiate the new common diversion numbers.

Key the command `diversion_common -p` to verify the result.

Printout of Common/Customer Diversion Numbers

Key the command `diversion_common -p` to obtain a printout.

Individual Diversion Numbers

Initiation of Individual Diversion Number

General

Maximum one individual diversion number may be connected to each extension or group. The individual diversion numbers can be different for diversion on no reply, diversion on busy and direct diversion, or the same for all types. Diversion command parameters can control if the diversion service are active or inactive initially. See the Diversion command documentation for details

Prerequisites

-

Execution

Key the command `diversion -i` to initiate an individual diversion number.

Key the command `diversion -p` to verify the result.

Erasure of Individual Diversion Number

Key the command `diversion -e` to erase the individual diversion number.

Key the command `diversion -p` to verify the result.

Change of Individual Diversion Number

General

If the extension's or the group's individual diversion is activated, it will remain so even after the change.

Prerequisites

-

Execution

Key the command `diversion -c` to initiate the new individual diversion number. At the same time the previous number will be erased.

Key the command `diversion -p` to verify the result.

Printout of Individual Diversion Number

Key the command `diversion -p` to obtain a printout.

Printout Of Active Diversion Services for Extensions

Key the command `diversion_info -p` to verify the result.

Change and Printout of System Related Diversion Data

Key the command `diversion_system -c` to initiate the new system related diversion data. At the same time the previous number will be erased.

Key the command `diversion_system -p` to verify the result.

Termination

After the diversion number has been changed, all involved persons must be informed.

If the exchange data have been changed and no more commands are to be entered, a dump on to backup media shall be executed.