GENESYS™

T-Server for CSTA Connector Deployment Guide

Call Type Prediction

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Call Type Prediction

T-Servers use CTI-provided information to assign a call type to a call. On occasions when the CTI information is either insufficient or arrives too late for T-Server to assign a definite call type, T-Server can now use a call type prediction procedure to assign a call type on a *best possible guess* basis.

When this feature is enabled by the `call-type-by-dn` configuration option, T-Server analyzes other DNs in the call and goes through the following steps (in a specific order) to decide whether other DNs are internal or external:

1. T-Server uses the Configuration Manager DN configuration to verify whether the DN is configured in the configuration environment. DNs configured in Configuration Manager are considered as internal.

2. T-Server verifies whether the `otherDN` value is included in the DN range configured on the configuration environment switch. If the `otherDN` value falls within the configured DN range, then it is considered as internal.

3. T-Server verifies whether the `otherDN` value is included in the same `dn-scope` T-Server monitoring scope. Calls placed between DNs from the same scope are considered as internal.

4. T-Server verifies whether the DN is monitored on the PBX (see, the Unregistered DNs topic). Unregistered DNs that are still monitored on the PBX DN are still considered as internal.

5. T-Server performs a digit analysis if the `call-type-rules` section contains a valid set of rules.

6. If none of above steps return a positive result, then T-Server uses the existing (if any) algorithm to assign the call type.

The rules for *digit analysis* are specified in the `rule-<n>` configuration option found in the `call-type-rules` configuration section. The call-type rules specify the number of dialing plans related to the external, internal, and unknown DNs. When these rules are provided, the `otherDN` value fits into any of pre-configured rules and then the configured call type (internal, external, or unknown) is assigned.

Call Type Prediction is only effective if the T-Server specific common option, `dn-scope`, is not configured. If this option is configured, the call type assignment follows the rules enforced by that option.

The following table shows how T-Server assigns predictive call types in different scenarios:

Call Type Prediction

Call Direction/ OtherDN	External	Internal	Unknown
Incoming	CallTypeInbound	CallTypeInternal	CallTypeUnknown
Outgoing	CallTypeOutbound	CallTypeInternal	CallTypeUnknown

Call Type Rules Example

An example of the configured call type rules is as follows:

- The operator console, `00`, is internal.
- The abbreviated dialling number `10` is unknown.
- All numbers consisting of four digits are internal.
- All numbers consisting of seven digits are external.
- All numbers that start with 2 are internal.
- The rest of the numbers are external.

These requirements correspond to the following set of rules in the configuration:

- rule-1= `pattern=00, value=internal`—the operator console, `00`, is internal
- rule-2= `pattern=10, value=unknown`—the abbreviated dialing number `10` is unknown
- rule-3= `pattern=AAAA, value=internal`—all numbers consisting of four digits are considered as internal
- rule-4= `pattern=AAAAAAA, value=external`—all numbers consisting of seven digits are considered as external
- rule-5= `pattern=[2]A*B, value=internal`—all numbers that start with 2 are considered as internal
- rule-6= `pattern=[0-9]A*B, value=external`—all numbers that start with a lead digit from `0` (zero) to 9 are processed by T-Server as external numbers. (This rule is the default fallback rule. When no other rules match, this rule is used for all numbers that start with a positive digit value).