

HowTo - Configure IVR callbacks when more than one area code is considered a local call

PROBLEM

When IVR initiates a callback it will determine whether the call requires a **1** for long-distance, or **011** for international based on the saved callback number. If the server resides in a region where multiple area codes are dialed as local, this can result in misdialed numbers as the **1** for long distance is added to the phone number.

SYMPTOMS

In the device log for the outbound port you will see an error like the following:

Error: 2016-Apr-22 11:46:34.489 Mitel.Routing.Mitel.Implementation.ConferenceImplementation - Received CallFailedEvent due to Invalid Destination [16151231234]. (4006 - 10.47.34.85)

In the above example, 615 is considered local by the telephone service provider, however since 613 was configured as the local area code in YourSite Explorer the destination has included a leading **1** for a long distance call.

WORKAROUND

There are two ways of working around this limitation. The first would be to program the ARS Routing rules in your MiVoice Business to correct the outbound dialing digits after IVR has added the leading 1. This is not the ideal solution in most cases since it requires a large amount of programming on the MiVoice Business.

The recommended workaround is to use a Variable Compare and Set Variable to determine the outbound digits needed.

1. Open **YourSite Explorer** and log in as a System Administrator account.
2. Click **Variables**, and then click the **Add** button at the top.
3. Call the new variable something intuitive such as *ModifiedCallbackNumber*.
4. Add a description so others can see the purpose of the variable.
5. Set the **Variable Type** to **Number**.
6. On the left, open the **IVR Routing** section. Select **Subroutines**.
7. Open the Outbound subroutine needing modification.
 - **NOTE:** If you use multiple forms of outbound callbacks you may need to add these changes to a voice, web, and abandon callback subroutine.
8. In the outbound subroutine, under the designer pane find the **Conference with Customer** activity (by default it is inside Menu option 2, just under a Save Callback activity).
9. Just above the Conference with Customer activity add a **Variable Compare** activity.
10. Right-click the Variable Compare and click **Add Variable Compare Condition**.
11. Click the **Add** button at the top to add a new line. Configure it as follows:
<<CallbackClientNumber>> Starts with ### ... where **###** is the first area code that is local.
12. Click the **Add** button at the top to add a new line, and configure the next line the same as above, but with the next local area code. Repeat until you have one line for each local area

- code.
13. Click the teal bar to the left of the first variable. Hold SHIFT and click the teal bar to the left of the last variable. This should highlight all of the lines.
 14. Click the **Group OR** button at the top. All the lines should now be linked by an OR.
 15. Click **OK**.
 16. You will be back to the subroutine now. Right-click the **Conference with Customer** activity and Cut.
 17. In the Variable Compare activity, under **No Match**, right-click and Paste.
 18. Click the Conference with Customer under No Match. In the properties pane on the right ensure that the External checkbox is checked.
 19. In the branch for your area codes in the Variable Compare window, right-click and Paste.
 20. Click the Conference with Customer activity under the branch for your area codes. In the properties pane on the right ensure that the External checkbox is **unchecked**, and the Destination is set to your **ModifiedCallbackNumber** variable.
 21. Above this Conference with Customer activity add a **Variable Compare**.
 22. Right-click the Variable Compare and click **Add Variable Compare Condition**.
 23. Click the **Add** button at the top to add a new line. Configure it as follows:
<<CallbackClientNumber>> Length 10
 24. Under the Match condition, add a **Set Variable** activity.
 25. In the Variable Set activity, set the *ModifiedCallbackNumber* under the **Advanced Text** tab to:
<<CallbackClientNumber>> + 8000000000 . This will take the 10 digit phone number and append a 8 to the beginning. For example 9051234567 would become 89051234567. If you use a different number for dialing an outside line you can modify the first digit of the **8 0000000000** accordingly.
 - **NOTE:** This final variable compare ensures that 10 digit numbers have the digit for outbound dialing added, while other numbers (internal, for instance) will not.

What this means is:

- IF the callback number provided *starts with any of the area codes you specified*, the system will not attempt to evaluate whether it is long distance and will dial it as provided, adding a leading 8 if it is a 10-digit number.
- ELSE if the callback number provided *does not start with any of the area codes you specified*, the system will evaluate it as normal and append the **1** for long distance if needed.

APPLIES TO

MiCC IVR all versions

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