

## HowTo: Configure callbacks to adjust dialing rules.

### PROBLEM

In some regions, the dialing rules used can change. The hard coded rules implemented in the IVR system may no longer apply. We recently encountered an issue in Chile where the country code was no longer required in national calls. Previously, the PBX needed to dial 9 + 0 + ANI. Now it is only needs to dial 9 + ANI. The below example specifically shows the solution for this, but you can change your dialing pattern as needed.

### SOLUTION

You can change the dialing pattern by using a variable compare and set.

1. Open **YourSite Explorer** and go to the **IVR Routing** section on the left.
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. Next, go to **Subroutines** on the left.
7. Open the callback outbound subroutine being used.
8. Go to the Menu activity, and find the option to call the customer (Option 2, by default).
9. Above the Conference with Customer activity add a **Variable Compare**.
  
10. For each digit length you need to adjust add a condition. In the above example there are two conditions, one for 8 digit numbers, and one for 9 digit numbers.
11. Under each condition, add a Variable Set (pictured above).
12. In the **Variable Set** activity, set the *ModifiedCallbackNumber* under the **Advanced Text** tab to: **<<CallbackClientNumber>> + 900000000** . This will take any 8 digit phone number and append a 9 to the beginning.  
For example *12345678* would become *912345678*. This can be modified to append any leading digit you need in place of the 9. The length of the original number determines the number of following zeros in the above formula.
- NOTE:** In the above screenshot there is a second branch for 9 digit numbers. It follows the same process, except the Advanced Tab would show nine zeros. **<<CallbackClientNumber>> + 9000000000** .
  
13. Lastly, go to the **Conference with Customer** activity.
14. Right-click the activity and go to **External Call** and set this to **False**.
15. Right-click again and click **Destination**.
16. Change the Destination to your *ModifiedCallbackNumber* variable.
  
17. **Save** your subroutine.

## APPLIES TO

IVR 7.X

**Keywords:** callback dialing rules pattern digit change custom

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