

Country Codes

Select **Number Management - Country Codes** in the main menu to view the table of international country codes.

Country codes in the jtel ACD:

In the jtel ACD, country codes are important for efficient routing.

This is used in various areas in the jtel system:

- Routing Applications
 - Origin Analysis
 - Language settings of the announcements
 - Routing to language skills
 - Group routing with country-specific knowledge

General information about country codes:

International Telephone Country Codes describe the **number prefix** used to connect to international telephone numbers. The country codes are defined by the International Telecommunication Union (ITU) in Recommendation E.164.

Strictly speaking, an international telephone country code is the sequence of digits that a caller dials on the phone to reach the logical level of another national telephone network. It consists of two parts:

1. the traffic excitation figures of your own country and
2. the country code of the destination country.

Examples

Telephone area codes from countries that use the traffic exclusion digit(s) "00" for the international level **to** different countries:

- "0049" International (from numerous countries) to Germany
- "0043" International (from numerous countries) to Austria
- "0041" International (from numerous countries) to Switzerland

Other traffic excitation digit(s) (than "00") from **other** (than "numerous countries" above)

- "011" from the USA and Canada (results e.g. 01141 from Canada to Switzerland)
- "0011" from Australia (results in e.g. 001149 from Australia to Germany)
- "119" from Cuba
- "810" from Belarus, Georgia, Kazakhstan, Moldova, Tajikistan, Uzbekistan
- "8xx" from Russia, where xx stands for a sequence of numbers that selects the network operator.

- "0xx" from Singapore, where xx stands for a sequence of digits that selects the call-by-call network operator

Mobile communication

In all common mobile phone networks with the current (GSM) standard, "+" can be entered directly instead of the number chain.

Examples of international prefixes for mobile communications

- "+49" International to Germany
- "+43" International to Austria
- "+41" International to Switzerland
- "+61" International to Australia
- "+1" International to North America