

Routing Plans

Routing plans are used to activate different routing applications on a service number.

An example scenario might be:

- Between 09:00 and 18:00, calls should be routed to your call center. You have programmed a routing application called *Call Center Application* for this purpose.
- On Saturdays, you have an external service provider between 10:00 and 14:00 who answers your calls. During this time, calls should be routed to that destination. For this, you have programmed an application *Routing to Service Provider*.
- At all other times (also in the evening), a voice mail should be recorded. You have programmed a routing application called *Voice Mail* for this purpose.