

Creating a Routing Plan and Rules

To create a routing plan use the function **Routing - Routing Plans** in the main menu and click on **New** in the toolbar. In the form, enter the following data:

Name	Give the routing plan a representative name.
Active	Check this if the routing plan should be immediately activated

Use **Save** to save the data and access the rules definition screen. Here, you can define what application should be run by this routing plan, at what times. The defined time period is used, and a priority.

If time periods overlap, the rule with the highest priority is used. If rules have the same priority, then they are sorted alphabetically, and the first one is used. In the scenario described here as an example, the first two rules could be defined with a priority of 50, the third rule with a priority of 25.

Optionally, a rule can be coupled to a particular Service Number Status. The rule will then only be applied if the service number has been activated with the corresponding status.

You can define as many rules as are necessary to configure the routing to your needs.

Provide the following information:

Routing Application	Select which routing application should be run.
Active	Activates the rule
Priority	Choose a value between 0 and 100. 100 is the highest priority. If you have rules that do not overlap, then use 50 as a “mid range value” for these.
Service Number Status	This defines the status of the service number for the rule to be applied. To define a new service number status, click on the ellipsis button. In the popup window you can define a new status and availability setting.
Time Type	Select the time type for this rule. Depending on your selection, further parameters are required: <i>On holidays</i> - a list of holidays is checked. If, according to the list, it is a holiday, then the rule is applied. <i>Opened</i> - a list of opening times is checked. If, according to the list, it is within the opening times, then the rule is applied. <i>Closed</i> - a list of opening times is checked. If, according to the list, it is not within the opening times, then the rule is applied. <i>Always</i> - the rule always applies. <i>From to absolute</i> - specify an exact time range during which the rule should apply. <i>Weekdays</i> — the rule always on certain days of the week.
Time from	For the time period on holidays and weekdays: The time from which the rule should apply is specified here.

Time to	For the time period holidays and weekdays: The time until which the rule should apply is specified here.
Holiday List	For the time type On holidays: Select the holiday list which should be checked.
Opening Times	For the time type open or closed: Select which opening times list should be checked.
Date, Time from	For the time type from to absolute: The start date and time, from which the rule should be applied.
Date, Time to	For the time type from to absolute: The end date and time, until which the rule should be applied.
Weekdays	For the time type weekdays: Configure on which weekdays the rule should apply.