



Cisco BroadWorks Priority Alert Configuration Guide



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I Introduction

1. Feature Introduction

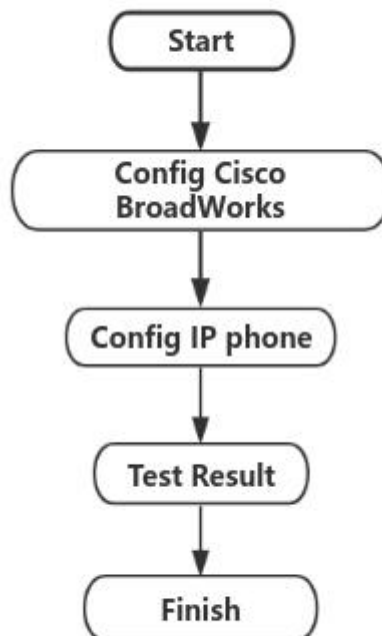
Priority Alert allows you to differentiate incoming call numbers based on predefined ringtone criteria. If you want to know when a specific person calls, or you want to easily tell if the call is coming from within or outside your group, priority alert can help.

The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or numeric patterns that specify the called and calling numbers, a specified time schedule, and a specified holiday schedule. Different ringtones will sound when a call comes from the specified time schedule.

2. Precautions

- ① The ringtone file of Priority Alert is the Cisco Broadworks default file and cannot be changed.
- ② The parameter set in the Priority Alert entry must be true, otherwise it will not take effect.

II Configuration Process



III Configuration Operations

1. Config Cisco BroadWorks

① Log in to Cisco BroadWorks

Operation steps:

Enter the Cisco BroadWorks address in the browser -- 》 Enter the User ID and Password --》 Click Login--》 Login successful--》 Enter the user interface corresponding to the line you need to use.



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Enterprise	Welcome [Logout]	
Options: <ul style="list-style-type: none"> ▶ Profile Resources Services Call Center Communication Barring Meet-Me Conferencing Utilities 	Profile Basic <u>Groups</u> Add, modify, or remove groups. <u>Users</u> Display all users in the enterprise. <u>Service Instances</u> Display all service instances in the enterprise. <u>Profile</u> Display or modify profile information. <u>Change Password</u> Change your password. <u>Administrators</u> Add, modify, or remove administrators. <u>Departments</u> Add, modify, or remove departments. <u>Schedules</u> Add, modify, or remove schedules.	Advanced <u>Activation Code Device Onboarding Policies</u> Configure service provider/enterprise level Activation Code Device Onboarding Policies. <u>Call Processing Policies</u> Configure service provider/enterprise level Call Processing Policies. <u>Communication Barring Authorization Codes</u> Configure enterprise-level Communication Barring authorization codes. <u>Dial Plan Policy</u> Configure service provider/enterprise level Dial Plan Policy. <u>Voice VPN</u> Manage the enterprise virtual private network. <u>Virtual On-Net Enterprise Extensions</u> Manage Virtual On-Net Users. <u>Dialable Caller ID</u> Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format. <u>STIR-SHAKEN</u> Configure STIR-SHAKEN signing, tagging, and verification.



Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com Welcome [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

Advanced

Assign Services
Assign or unassign services and service packs.

Assign Xsi Policy Profile
Assign a Xsi policy profile for a user.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

User interface

② Assign Services

Operation steps:

Assign Services--» Assign Service--» Select the required function (**Priority Alert**)--» Add--» The required function appears in the right box--» Apply.

Enterprise > Flying_voice_group1 > Users : 9725983507@iop1as.tekvizion.com Welcome

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

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Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

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Manage the announcements for a user

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Advanced

Assign Services
Assign or unassign services and service packs.

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Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

Supervisor
Allows the user to manage which agents to supervise per call center.

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

③ Config Priority Alert

Operation Steps:

Click Incoming Calls--》 Priority Alert --》 Add--》 Parameter configuration (see the table below for details)--》 Click Apply.

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com

Welcome [Logout]

Basic	Advanced
<p>Directed Call Pickup Pick up a call using a feature access code and an extension.</p> <p>Call Transfer Transfer a call to another phone.</p> <p>Three-Way Call Start a conference call</p> <p>Music/Video On Hold - On Play audio (music) or video when the remote party is held or parked.</p> <p>N-Way Call Start a N-Way Conference Call</p>	<p>Call Centers Display the call centers that you belong to and allow log in or log out from those call centers.</p> <p>Hoteling Host - On Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.</p> <p>Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.</p>

The screenshot shows a configuration dialog for a Priority Alert. It includes the following elements:

- 4**: * Description: [Text input field]
- 5**: Radio buttons for "Use priority alert" (selected) and "Do not use priority alert".
- 6**: "Selected Time Schedule: Every Day All Day" and "Selected Holiday Schedule: None" (both dropdown menus).
- 7**: "Calls from" section with radio buttons for "Any external phone number" (selected), "Following phone numbers: Any private number", and "Any unavailable number". Below are "Specific phone numbers:" with a 4x3 grid of input fields.
- 8**: "Calls to" section with a note: "When no numbers are selected, the called number is not used as part of the criteria." It features two columns: "Available Call to Numbers" (containing "Primary (9725983509/3509)") and "Selected Call to Numbers" (empty). Between them are buttons: "Add >", "Remove <", "Add All >>", and "Remove All".
- 9**: Points to the "Add >" button.
- 10**: Points to the "OK" button at the bottom left.

Parameter	Description
Description	Priority Alert entry description, this item is customized.
Use Priority Alert/Do not use Priority Alert	Select whether to use Priority Alert. Select Use Priority Alert to use Priority Alert. Select Do not use Priority Alert to not use Priority Alert.
Selected Time Schedule	Select the work schedule of the Priority Alert entry. If this item is selected, the Priority Alert will ring when the specified number calls at the time specified in the schedule. When the specified number calls at other times, the normal ring tone will still be used.
Selected Holiday Schedule	Select the holiday schedule for this Priority Alert entry. If this item is selected, Priority Alert will not be used when the specified number receives a call at the time specified in the schedule.
Calls From	Select the caller number to use this Priority Alert entry. <ol style="list-style-type: none"> ① Select Any external phone numbers, all incoming calls will ring differently; ② Select Following phone numbers , incoming calls from specific numbers will ring differently; ③ Select Following phone numbers - Any Private number to ring differently for all anonymous numbers;

	<p>④ Select Following phone numbers - Any unavailable number to ring differently for all unavailable numbers;</p> <p>⑤ If you need to distinguish ringtones for a specific number, you can fill in the specific phone number in the Specific phone numbers column.</p>
Calls to	Select the called number using Priority Alert, select it from Available Call to Numbers and click Add to add it to Selected Call to Numbers.

2. Config IP Phone

① Enable Alert Info Tone

Operation Steps:

SIP Account--> Line x--> Alert Info Tone select to Enable--> Save & Apply

The screenshot shows the 'SIP Account' configuration page for 'Line 1'. The 'Basic' section is expanded, showing various SIP parameters. The 'Alert Info Tone' parameter is set to 'Enable' and is circled with a red box and labeled with a circled '3'. At the bottom of the page, the 'Save & Apply' button is circled with a red box and labeled with a circled '4'. Other parameters include RPort (Enable), SIP Encrypt Type (Disable), SRTP (Disable), Country Code, Tel URL (Disable), Min Random SIP Port (50000), Prefer Primary SIP Server (Disable), BLF List URI, BLF List Call Parked Code, Remove All Bindings (Disable), Conference Type (Network Conference), VAD&CNG (Disable), Return Code When Refuse (486(Busy Here)), User-To-User (Disable), VPN (Disable), RTP Encrypt Type (Disable), SRTP Encryption (AES_CM & ARIA_CM), Remove Country Code (Disable), Use Random SIP Port (Enable), Max Random SIP Port (60000), Hold SDP Attribute Inactive (Disable), BLF List Pickup Code, BLF List Retrieve Call Parked Code, Enable SIP 100REL (Disable), Conference URI (conference@iop1as.t), Distinctive Ring Tones (Enable), Share Line Enable (Enable), Return Code When DND (480(Temporaril)), and UII Content.

RTP Advanced Setup

RTP Port Min: 0 (0 means auto select)
RTP Port Max: 50000
Symmetric RTP: Disable

Buttons: Save & Apply, Cancel, Reboot

IV Test Result

This article uses the incoming call application scenario to test whether Priority Alert is effective. The test numbers are: 3507, 3508, 3509 (3509 has been set as the Priority Alert number)

Operation Steps:

1. 3508 dials 3509 and hears a **normal alert**.



2. 3507 dials 3509 and hears **Priority Alert**.

