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i This document explains how to set up the Dialplan to automatically generate a call and play a recording

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Scenario

An external caller should leave a voice message. Then the call should be hung up and the system should automatically generate a call to a mobile phone number and play back the recorded message.

Note: in this scenario our customer doesn't use Collaboration or Mobile apps—the company's employees are located in a basement without Internet connectivity on their smartphones.

Solution

1. The call comes in and the message from an external caller and is recorded. We use the variables DD (caller number) and TT (date / time) to assign a unique name to the file.

The screenshot shows the configuration for the 'recording' extension. It consists of six steps:

- 1 Custom application: Set(DD=\${CALLERID(num)})
- 2 Custom application: Set(TT=\${STRFTIME(\${EPOCH},,%d-%m-%Y %H:%M:%S)})
- 3 Play sound: Please tell us your problem (with a 'do not answer the call' checkbox)
- 4 Custom application: Record(/rw2/var/lib/callweaver/sounds/recording/notfall.wav, 0,4,k)
- 5 Play sound: Thank you. We will take care of it (with a 'do not answer the call' checkbox)
- 6 Jump to: Procedure notfall (Notfall-Nurr) Number callextern Set

There is an 'Add application' link at the bottom.

2. Preparing for the automatic call generation.

The screenshot shows the configuration for the 'callextern' extension. It consists of six steps:

- 1 Set: ORIGINATE_EXTEN (value: 998)
- 2 Set: ORIGINATE_CONTEXT (value: internalcalls)
- 3 Set: ORIGINATE_CALLERID (value: \${CALLERID(num)})
- 4 Set: ORIGINATE_CHANNEL (value: Local/999@internalcalls/n)
- 5 Set: ORIGINATE_ASYNC (value: true)
- 6 Custom application: Originate()

There is an 'Add application' link at the bottom.

3. Create two "dummy" users on the system to be used for call forwarding.

	Alarm2	999				users	users		Default	Essential
	Alarm1	998				users	users		Default	Essential

Alarm1 998 users users Default Essential

Set passwords Edit preferences Send Welcome Message Export CSV Import

Edit preferences

Features

Classes internal

Reject all calls

Call Forward Busy VOICEMAIL

Call Forward No Answer VOICEMAIL

Call Forward All playsound

Call waiting

Call timeout

Mobility extension management 10

Mobility confirmation

Notify missed calls via email

Notify missed calls via SMS

Custom Ring Ring1

Settings

Roster

Alarm2 999 users users Default Essential

Alarm1

Edit preferences

Features

Classes internal

Reject all calls

Call Forward Busy VOICEMAIL

Call Forward No Answer VOICEMAIL

Call Forward All calltrunk

Call waiting

Call timeout

Mobility extension management 10

Mobility confirmation

Notify missed calls via email

Notify missed calls via SMS

Custom Ring Ring1

Settings

Roster

4. Two "called numbers":

- "calltrunk" - generates an external call to the mobile phone number
- "playsound" - plays back the voice message as soon as the call is answered by the employee

calltrunk

1 Dial the trunk Number 015234264200 Set Class Auto Timeout max calls Options Set

[Add application](#)

playsound

1 Custom application Playback(recording/notfall)

[Add application](#)

Download the Dialplan configuration

[Download the Dialplan configuration.](#)