

Call Sequence

<https://campus.barracuda.com/doc/41091785/>

See also:

- [Setting Up Automated Attendants](#)

A call sequence contains a list of extension numbers to dial when a call comes in to the router. You may specify multiple extensions to be dialed. These extensions can be dialed simultaneously, sequentially, or a combination of both.

Call sequences also have **Advanced Options** so you can customize the router behavior when dialed extensions in the sequence. You can specify the timeout value, which is the amount of time that the router will ring a particular extension (or extensions) in the sequence before moving on to the next extension(s) in the sequence. You may also specify an optional confirmation message which is played when an extension in the sequence answers. If confirmation is enabled, the called extension must press the 1 key in order to receive the call. (This is useful in cases where you do not wish to have someone's voicemail "answer" the call.)

Call routers also have an **Add actions/Set options** link. Select this to see additional parameters that you can customize:

- **Add an Action** – This lets you add multiple actions to the calling sequence. The available actions are:
- **Call Phone Numbers** – Sends the caller to an extension or external phone number. This is a blind transfer that does not check call progress but sends the caller to the destination number.
- **Play a Sound File** – Plays the specified sound file to the caller and moves on in the sequence.
- **Go to the Dial-by-name Directory** – Sends the caller to the dial-by-name directory
- **Go to Direct Inward System Access (DISA)** – Connect the caller with the DISA automated attendant extension.
- **Try Calling an Extension** – Attempts an extension, just like in the call sequence, including the option of using confirmation.
- **Enable Silent Hold** – Overrides any MOH options later in the call and always performs a silent hold instead of sending any music or break-in-announcements.
- **Record the Call** – Overrides any call recording policy encounter later in the call flow and always records the call.
- **Set Caller ID** – Specifies the caller ID on any outbound calls made from this router.
- **Detect Faxes** – Enable fax detection on this call. If a fax is detected, accept it and send it to the email specified. If not, continue processing the call.

All calling sequences end with **If the call is not answered**. When the sequence is not answered (or not specified) then the action listed will be performed. The following actions are available:

- **Disconnect the Call** – Hangs up on the caller
- **Transfer** – Unequivocal transfer to an extension or phone number. Once transferred, the call router no longer has any control over the call
- **Transfer to a User's Voicemail** – Send the call directly to a user's voicemail box without ringing the person's phone
- **Wait for a Fax** – Wait for the calling party to transmit a fax. If the other party sends a fax, receive it and send it to the email address specified, otherwise do nothing.
- **Transfer to Voicemail Login Prompt** – Send the call to the voicemail login dialog. For example, if you want external callers to be able to log in to a voice mailbox, use this option. The dialog will ask for the person's extension number and then voicemail PIN.
- **Perform an Echo Test** – Useful for testing new phones or phones at remote locations. The audio sent from the far end is "echoed" back immediately. The longer it takes for the audio to be echoed back, the larger the latency in the connection.
- **Play Milliwatt Tone** – Sends a 1004Hz tone over the line. Useful for testing a line's capacity to send audio. Any breaks in the tone may indicate a poor quality connection.
- **[Send to Gateway](#)** – Send the call to a service provider or gateway so that an external connection can be made. This is useful in cases where one or more extensions reside on a different Barracuda Phone System.

You can add a time-based rule with these steps. Select **Change** to bring up sliders to adjust the days of the week and time of day for which the rule applies. You can also specify matching rules for the caller's phone number:

- **Caller's Number Is** – An exact match to the caller's number. Good for blacklisting or whitelisting a specific phone number.
- **Caller's Number Starts With** – Match the beginning of the caller's phone number. Useful for doing an area code match.
- **Caller's Number Ends With** – Match the end of the caller's phone number.
- **[Regular Expression](#)** – Match caller's phone number to a regular expression. Allows very specific matching.

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