



SmartRoute

A framework for flexible Routing Strategies

With LiteScape SmartRoute™ users can make flexible call routing decisions based on: Phone Number patterns and their own Presence, Location, and Calendar.

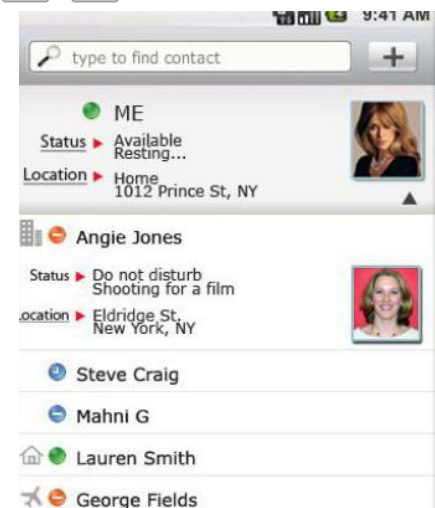
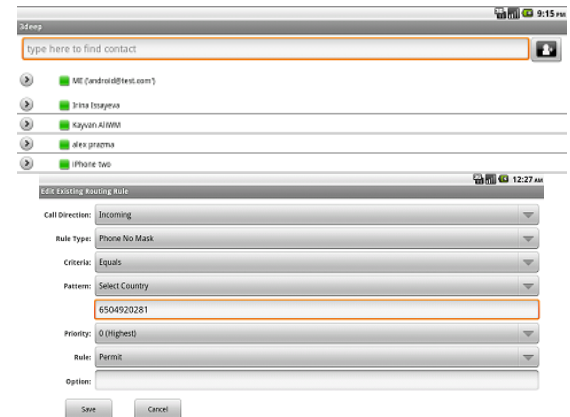
#	Call Direction	Rule Type	Criteria	Pattern	Rule	Option	Priority
1	Incoming	Location	Contains	room_1	Forward	1000	11
2	Both	Phone No Mask	Equals	900*	Prompt	Custom_05002	0
3	Outgoing	Phone No Mask	Equals	*	Permit		11
4	Outgoing	Phone No Mask	Equals	1000	Prompt	Custom_05002	11
5	Incoming	Phone No Mask	Equals	1234*	Forward	2245678	1
6	Incoming	Phone No Mask	Equals	650*	Forward	2000	0
7	Outgoing	Phone No Mask	Equals	714152163611	Forward	814152163611	0

With SmartRoute users and administrators can easily set routing rules for handling calls. SmartRoute offers Web-based, Smart-Phone and Email based interfaces for defining the routing rules. Users can set customized routing rules by sending free-form text emails using any email client.

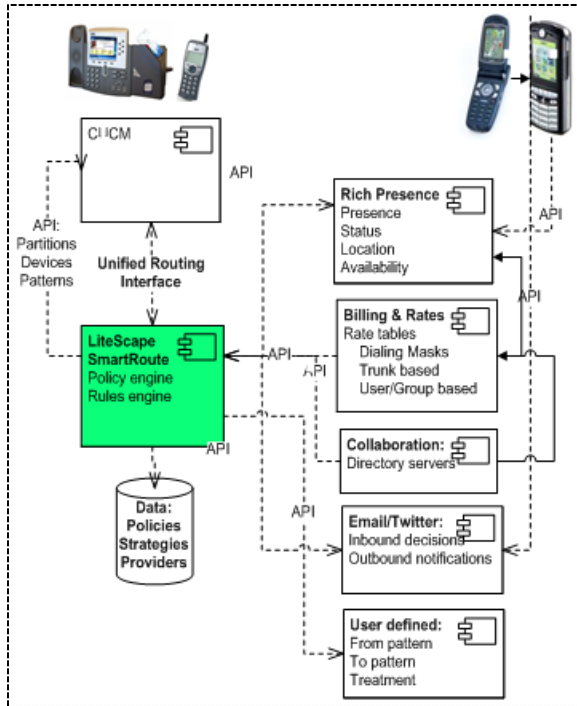
The application supports routing rule for both incoming and outgoing calls. Users can set rules to permit, deny, forward calls to a number/voice mail, or prompt callers with announcements. Decisions on handling calls are based on rule types and their priorities defined by the user such as the Caller's phone number pattern or the user's presence status or the user location.

Features

- **Pre-built Extensible Routing Strategies** – Ships with a set of pre-built extensible routing strategies based on extensions, users, groups, and corporate policies.
- **Phone Number Mask** – Using partial or full number patterns, users can define rules to treat calls based on caller/called number information.
- **Presence/Availability** – Users can set routing rules based on their presence/calendar status including: “Free”, “Available”, “Busy”, “In a meeting”, or “On a phone call”.
- **Office Location (SPM)** –Users identify their routing preference by using RFID, Magnetic cards, Biometric and barcode based tagging. SmartRoute dynamically routes the call to the closest phone to where the users at.
- **Cisco presence** – “Cisco Presence” rule type uses Cisco Unified Presence data to decide on where to route calls.
- **Rate** – Control which route the call should use based on the rate (cost) of the call.
- **Mobile Location (3deep)** – GPS or user defined mobile location using the LiteScape 3deep smart-phone clients and hand-held tablets (CIUS, iPhone, etc)



SmartRoute Architecture



- Hardware Requirements—Processor: 2 GHz, dual processor, Memory: 3 GB RAM, Hard Disk Space: 40 GB available
- Software Requirements—Microsoft Windows Server 2003/2008 (.NET 2.0+), Microsoft IIS 6.0/7/8, Microsoft SQL Server 2005/2008
- Supported directory servers—Microsoft Active Directory, LDAP, Microsoft Exchange, Custom database
- Cisco Unified Presence Server 8.5.2.10000-49
- Android 2.2 (Cius)
- Supported IP Telephony Systems—Cisco CUCM 8.5
- Support of RSA SecurID 7.1

Find out more

For additional information on LiteScape solutions, please contact us: info@litescape.com or visit our Web site at www.litescape.com. Let us show you exactly how LiteScape applications deliver top- and bottom-line solutions by enhancing the value of IP Communications.



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