

Set Enterprise call info - Calling...



[mtnclimber14](#) 2 posts since Jun 29, 2010

Set Enterprise call info - Calling number wildcard Jun 19, 2018 8:40 AM

Is it possible to use a wildcard to retrieve the calling number for a Set Enterprise call info? I want to route calls based on the first 4 digits of the callers 8 digit extension. Any help is appreciated.



[avholloway](#) 252 posts since Aug 5, 2009

Re: Set Enterprise call info - Calling number wildcard Jul 10, 2018 9:04 PM

Depending on how many different outcomes you might have (4 digits is 10,000 possibles), you might be able to get away with a few If steps, or one Switch step. I'm not sure why you mentioned the Set Enterprise Call Info step, can you elaborate on that more?

Here are my examples however:

Using If steps (doesn't scale very well)

... calling_number = Get Contact Info (Calling Number) If (calling_number.startsWith("2000")) True Set destination = "1"

Using Switch Step (scales Ok)

Switch (calling_number.substring(0, 3)) 3000 Set destination = "4321" 4000 Set destination = "5678" Default

And if you really need to scale, then I'd look at a HashMap, which is like a Table, where you can keep the key/value pairs for starting 4 digit numbers and the destinations for them in a single variable.

Or alternatively, you could use an XML file, or store it off box and access it via a web request. All kinds of options.