Callcentric Inbound/Call Treatments

Call Treatments in this context are practically synonymous with Inbound Routes, which may be more commonly seen in VoIP configuration software. NYC Mesh owns two direct-inbound-dialing (DID) numbers registered with Callcentric, toll-free DID 833-NYC-MESH (18336926374) and local DID 13475147546. For more information about how calls are routed through the Callcentric portal, see this separate page, but this page outlines both currently used and unused options that can and are be used in routing NYC Mesh calls.

Interface

"Treatments"

- 833 to GV: Catches calls coming from the toll-free DID and forwards to the Google Voice "Hotline - Main" auto-attendant.
- 347 Ring Group: Catches calls coming from the local DID and does a simultaneous ring between the Mesh Room desk-phone and the voice@nycmesh.net Google Voice User, which is responsible for voicemail.
- 833 to IVR: Future setup to catch calls coming from the toll-free DID and forwards to the internal IVR: 1 - Main - Language.
- 347 IVR: Testing route to catch calls coming from the local DID and forwards to the internal IVR: 1 - Main - Language. This is not for production use, but to avoid incurring costs when configuring the Callcentric IVR through the toll-free rate plan.

Parameters

The Callcentric-provided documentation can be found [here](#).

The main nuance with the currently-implemented setup is the use of "Ring for (seconds)". In all Treatments and IVRs, any SIP extensions are set to time out at 20 seconds of ringing, while the forward to the Google Voice endpoints is set to 60 seconds of ringing. This is to allow the Google Voice endpoint to connect the call to its voicemail for now.

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