Call Routing Configuration

This section will provide introduction to Sangoma SBC Call Routing

Call Routing Configuration Options

Sangoma SBC provide three interfaces call routing interfaces

- WebGUI Call Routing
  - Default configuration method
- Advanced XML file call routing
  - One or more XML configuration files can be used to store call routing information
  - Designed for advanced users.
- Remote Database Call routing
  - For each call SBC requests routing information from centralized database.

What is call routing

Call routing is the process used to route telephone calls across a telephony network. The process is the same whether calls are made between two phones the same locality, or across two different continents.

Three concepts to call routing

- Condition
  - The outcome this routing rule is addressing.
  - The condition statement is used to determine how the call will be dealt if the rule turns out to be true or false.
  - Example:
- Action to be performed if true
  - What action will be performed if the condition is found to be true.
  - Example: bridge to a different SIP trunk.
- Action to be performed if false
  - What action will be performed if the condition is found to be false.
  - Example: send the originator a 503 service unavailable message.

Call flow through Sangoma SBC

- Call routing profile is bound to a Sangoma SBC Profile
- An incoming call is processed by a Sangoma SBC Profile
- SBC Profile evokes a Call routing profile
- Call routing profile determines an action to take based on incoming call
  - Bridge to another SIP Profile, SIP Trunk
  - Hangup
  - Transfer
Routing rules are created in order to direct calls received from one interface, and bridge it out to the next interface. SIP profiles or SIP trunks are used to bridge calls. Routing rules can be as simple as bridging between trunks, or as complicated as choosing from a different carrier due to costs of routing.

Call Routing Subtopics

- WebGUI: Basic Call Routing
- Advanced XML Call Routing
- Advanced XML Syntax