



Route List Configuration

A route list associates a set of route groups in a specified priority order. A route list then associates with one or more route patterns and determines the order in which those route groups are accessed. The order controls the progress of the search for available devices for outgoing calls.

A route list can contain only route groups.

Each route list should have at least one route group. Each route group includes at least one device, such as a gateway, that is available. Based on device type, Cisco Unified CallManager can choose some, or all, ports as resources in each route group. Some devices, such as digital access, only allow you to choose all ports.

A Route Group can be added to any number of Route Lists.

Use the following topics to add or remove route lists or to add, remove, or change the order of route groups in a route list:

- [Finding Route Lists, page 33-1](#)
- [Adding a Route List, page 33-3](#)
- [Adding Route Groups to a Route List, page 33-4](#)
- [Removing Route Groups from a Route List, page 33-5](#)
- [Changing the Order of Route Groups in a Route List, page 33-6](#)
- [Deleting a Route List, page 33-6](#)

Finding Route Lists

Because you might have several route lists in your network, Cisco Unified CallManager lets you use specific criteria to locate specific route lists. To locate route lists, use the following procedure.



Note

During your work in a browser session, Cisco Unified CallManager Administration retains your route list search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified CallManager Administration retains your route list search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Call Routing > Route/Hunt > Route List**.

The Find and List Route Lists window displays. Use the two drop-down list boxes to search for a route list.

Step 2 From the first Find Route Lists where drop-down list box, choose one of the following criteria:

- Route List Name
- Description
- Pattern/Pilot Number



Note The criterion that you choose in this drop-down list box specifies how the list of route lists that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find Route Lists where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all route lists that are registered in the database, click **Find** without entering any search text.

A list of discovered route lists displays by

- Route list name
- Description
- Status
- Enabled



Tip To search for route lists within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.



Note You can delete multiple route lists from the Find and List Route Lists window by checking the check boxes next to the appropriate route lists and clicking **Delete Selected**. You can delete all route lists in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

- Step 4** Click the route list from the list of records that matches your search criteria. The window displays the route list that you choose.
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Additional Information

See the [“Related Topics” section on page 33-7](#).

Adding a Route List

The following procedure describes how to add a route list.

Procedure

- Step 1** Choose **Call Routing > Route/Hunt > Route List**.
- Step 2** Click **Add New**.
- Step 3** In the Route List Name field, enter a name. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure that each route list name is unique to the route plan.



Timesaver

Use concise and descriptive names for your route lists. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a route list. For example, CiscoDallasMetro identifies a route list for toll-free, inter-local access transport area (LATA) calls from the Cisco office in Dallas.

Cisco Unified CallManager automatically inserts a description in the Description field. You can, however, edit this field.

- Step 4** From the drop-down list box, choose a Cisco Unified CallManager group.



Note The Route List registers with the first Cisco Unified CallManager in the group which is its primary Cisco Unified CallManager.



Note If you choose a Cisco Unified CallManager group that has only one Cisco Unified CallManager configured, you receive the following warning:

WARNING! The selected Cisco Unified CallManager Group has only one Cisco Unified CallManager configured. For the control process to have redundancy protection, please select a Cisco Unified CallManager Group with more than one Cisco Unified CallManager.

Step 5 To add this route list, click **Save**.



Note A popup message reminds you that you must add at least one route group to this route list for it to accept calls.

The Route List Configuration window displays the newly added route list.

Step 6 By default, the system checks the Enable this Route List check box for the new route list.

If you want to disable this route list, uncheck this check box. A popup window explains that calls in progress are not affected, but this route list will not accept additional calls.

Step 7 Add at least one route group to the new route list.

To add a route group to this list, click **Add Route Group** and perform [Step 4](#) through [Step 8](#) of the [“Adding Route Groups to a Route List”](#) section on page 33-4.



Note For called party and calling party transformation information, you can click the name of a route group that belongs to this route list. The route group names display in the Route List Details list box at the bottom of the Route List Configuration window. This action displays the Route List Detail Configuration window for the route group that you choose.

Additional Information

See the [“Related Topics”](#) section on page 33-7.

Adding Route Groups to a Route List

You can add route groups to a new route list or to an existing route list. Route groups can exist in one or more route lists. The following procedure describes adding a route group to an existing route list.



Note You cannot add route groups that contain MGCP gateways that use the QSIG protocol (a QSIG route group) and route groups that contain gateways that use the H.323 protocol (H.323 route group) to the same route list. For more information, refer to the [“Route Groups and Route Lists”](#) section in the *Cisco Unified CallManager System Guide*.

Before You Begin

Before performing this procedure, you must build one or more route groups and add a route list.

Procedure

Step 1 Choose **Call Routing > Route/Hunt > Route List**.

Step 2 Locate the route list to which you want to add route group. See the [“Finding Route Lists”](#) section on page 33-1.

Step 3 To add a route group, click **Add Route Group**.

The Route List Detail Configuration window displays.

Step 4 From the Route Group drop-down list box, choose a route group to add to the route list.



Note If the route list contains a QSIG route group, H.323 route groups do not display in the drop-down list box. If the route group contains a H.323 route group, QSIG route groups do not display in the drop-down list box.

Step 5 If you need to manipulate the calling party number on calls that are routed through this route group, set up the calling party transformations in the appropriate fields.



Note For more information on calling party transformations, see the [“Calling and Called Party Transformations”](#) in the *Cisco Unified CallManager System Guide*.

Step 6 If you need to manipulate the dialed digits on calls that are routed through this route group, set up the called party transformations in the appropriate fields.



Note For more information on called party transformations, see the [“Called Party Number Transformations Settings”](#) in the *Cisco Unified CallManager System Guide*.

Step 7 To add the route group, click **Save**.

The route group details information appears in the Route List Details list on the left side of the window.

Step 8 To add more route groups to this list, click **Add Route Group** and repeat [Step 3](#) through [Step 7](#).

Step 9 When you finishing adding route groups to the route list, click **Save**.

Step 10 Click **Reset** for changes to take effect. When the popup windows display, click **OK**.

Additional Information

See the [“Related Topics”](#) section on page 33-7.

Removing Route Groups from a Route List

You can remove route groups from a new route list or from an existing route list. The following procedure describes removing a route group from an existing route list.

Procedure

Step 1 Choose **Call Routing > Route/Hunt > Route List** in the menu bar.

Step 2 Locate the route list from which you want to remove a route group. See the [“Finding Route Lists”](#) section on page 33-1.

Step 3 From the Selected Groups list, choose a route group name.



Note To select multiple route groups from the list, press the **Shift** key and click the desired route groups.

- Step 4** Click the down arrow below the Selected Groups list box to move the selected route group to the Removed Groups list.
 - Step 5** To remove the route group, click **Save**. If you click **OK**, when the window refreshes, the route group no longer appears in the route list.
 - Step 6** Click **Reset** for the changes to take effect. Click **OK** in response to the popup windows.
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Additional Information

See the [“Related Topics” section on page 33-7](#).

Changing the Order of Route Groups in a Route List

Cisco Unified CallManager accesses route groups in the order in which they appear in the route list. The following procedure allows you to change the access order of route groups.

Procedure

- Step 1** Choose **Call Routing > Route/Hunt > Route List**.
- Step 2** Locate the route list in which you want to change the order of a route group. See the [“Finding Route Lists” section on page 33-1](#).
- Step 3** From the Selected Groups list, choose a route group.
- Step 4** To move the route group up or down in the list, select a route group, then click the up or down arrows on the right side of the list box.
- Step 5** Click **Save**.



Note

For called party and calling party transformation information, click the route group icon or route group name in the Route List Details list at left. This action takes you to the Route List Detail Configuration window for the corresponding route group.

- Step 6** Click **Reset** for the changes to take effect. Click **OK** in response to the popup windows.
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Additional Information

See the [“Related Topics” section on page 33-7](#).

Deleting a Route List

The Cisco Unified CallManager associates a route list with a route pattern. You cannot delete a route list if it is associated with a route pattern. To find out which route patterns are using the route list, click the **Dependency Records** link from the Route List Configuration window. If dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#).

**Tip**

To delete route groups and route patterns, first delete the route pattern; second, delete the route list; and finally, delete the route group.

The following procedure describes how to delete a route list.

Procedure

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- Step 1** Choose **Call Routing > Route/Hunt > Route List**.
- Step 2** Locate the route list that you want to delete. See the [“Finding Route Lists” section on page 33-1](#).
- Step 3** Click **Delete Selected**.
- A dialog box displays to warn you that you cannot undo the deletion of a route list.
- Step 4** To delete the route list, click **OK** or to cancel the action, click **Cancel**.

**Caution**

You cannot delete a route list if it is associated with one or more route patterns.

Additional Information

See the [“Related Topics” section on page 33-7](#).

Related Topics

- [Finding Route Lists, page 33-1](#)
- [Adding a Route List, page 33-3](#)
- [Adding Route Groups to a Route List, page 33-4](#)
- [Removing Route Groups from a Route List, page 33-5](#)
- [Changing the Order of Route Groups in a Route List, page 33-6](#)
- [Deleting a Route List, page 33-6](#)
- [Understanding Route Plans, Cisco Unified CallManager System Guide](#)
- [Understanding How Presence Works with Route Lists, Cisco Unified CallManager Features and Services Guide](#)

