



Number Translation Services: One-to-One Routing

The **effective**® One-to-One Routing module is a web-based application that enables your customers to set up and configure simple origin-dependent service number routing. Inbound calls can be screened for geographical regions either based upon area codes or the caller's phone number prefix. Incoming calls can be diverted to a fixed destination with two overflow destinations. In addition, your contact center customers have the option to upload and assign their own customized announcements which can be recorded using the web interface.

[Contact us](#) to learn more about One-to-One Routing.

Please click the image below to enlarge the screenshot





The screenshot shows a web-based configuration interface for "One-to-One Routing". The page has a green header with a logo and navigation links. A left sidebar contains a menu with options like "Home", "Routing", "Queue", "Skill", "Agent", "Reporting", "System", "Admin", "Help", and "Logout". The main content area is titled "One-to-One Routing" and includes the following sections:

- Service Number:** A text input field.
- Static Routing:** A section with a "Routing" dropdown menu and a "Save" button.
- Use Defined Routing:** A section with radio buttons for "Routing 1", "Routing 2", "Routing 3", and "Routing 4", and a "Save" button.
- Routing address for extension:** A text input field with a "Save" button.
- Routing rules:** A section with a note: "The routing rules will be applied to extend when in the following order: 1. Date 2. Priority 3. Agent 4. Extension". Below this are tabs for "Routing rules" and "Agents".
- Agents:** A section with radio buttons for "Forward to call", "Forward", and "Use address". The "Forward" option is selected, with a "Priority" dropdown set to "1" and a "Routing rule" dropdown set to "1".
- Routing rules:** A section with radio buttons for "Date", "Priority", and "Use address". The "Priority" option is selected, with a "Priority" dropdown set to "1" and a "Routing rule" dropdown set to "1".
- Buttons:** "Save", "Cancel", "Refresh", and "Reset" buttons at the bottom.