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

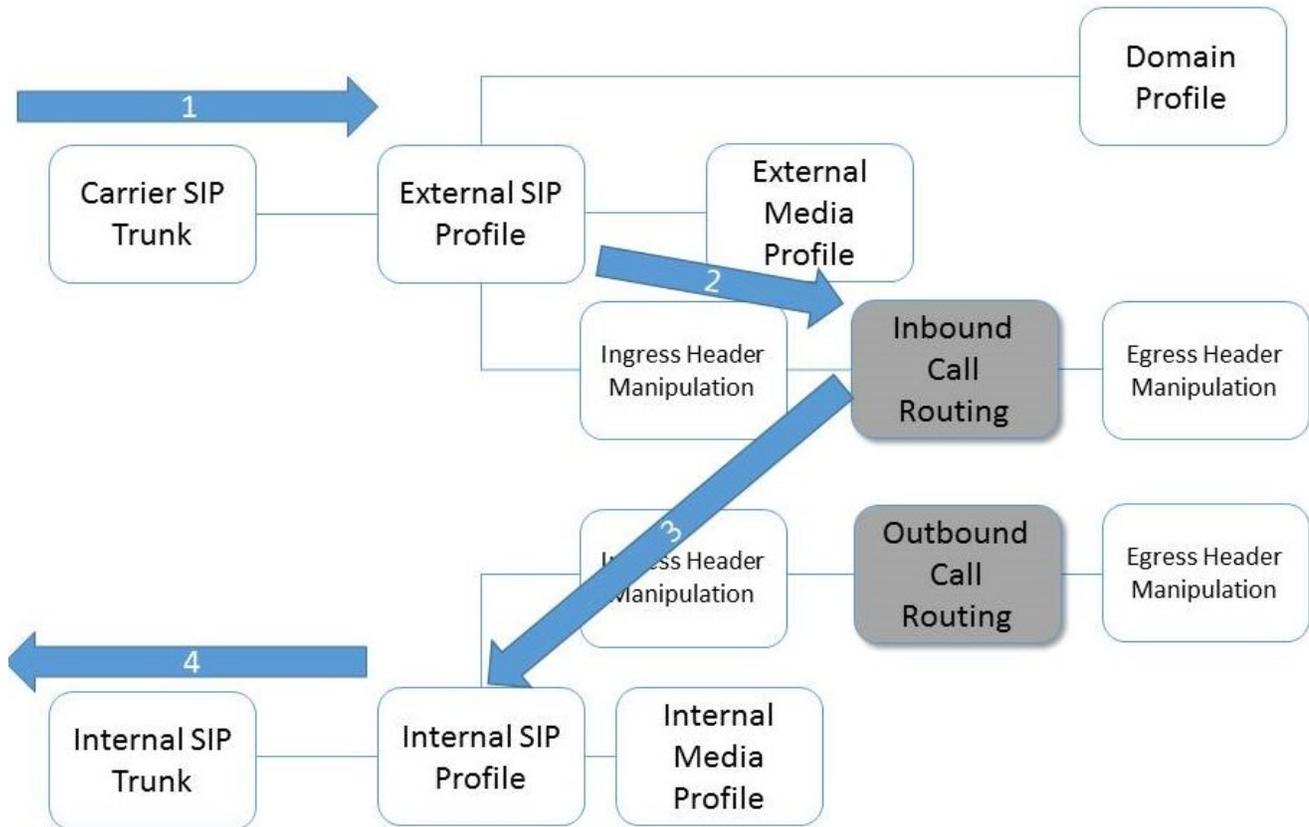Call routing is the process used to route telephone calls across a telephony network.
The process is the same whether calls are made between two phones the same locality, or across two different continents.

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