Configuring SchoolMessenger CommSuite Caller ID with Cisco CallManager

SchoolMessenger CommSuite allows districts to configure the caller ID that appears on a recipient's phone for each unique job submitted to the system. However, when implementing the SchoolMessenger solution with a Cisco CallManager, additional configuration is required in order to utilize this feature.

Defining Route Masks:

Because CallManager does not allow a CTI endpoint device (i.e. SchoolMessenger) to directly modify the caller ID value, it is necessary to create a call route list and route pattern for each caller ID value that you wish to be able to set. The caller ID values configured are typically just the various phone numbers associated with the campuses in your district. (e.g. The absence notification job from Lincoln Elementary School would display the caller ID for that campus.)

The route pattern prefix is a string of digits that SchoolMessenger will prepend to the phone number which will then be used by CallManager to identify which Caller ID to assign to the call. This could be any string of digits (even the caller ID value itself), but, for simplicity, this is typically some agreed upon identifying string of digits followed by the school ID number. See the examples below.

School Name and Campus ID Number	Caller ID for the Campus	Route Pattern Prefix	Recipient's phone number needing to be dialed	String that will be sent to CallManager
Lincoln High School (027)	831-457-7453	66027	831-298-1122	660278312981122
Springfield Elementary (053)	831-457-9231	66053	831-267-8871	660538312678871

In the first example above the route pattern on the Cisco Call Manager would need to have an entry that mapped the route pattern prefix to the appropriate caller ID value for the campus:

66027 → Caller ID value 831-457-7453

A similar entry would exist for each caller ID value that needed to be configured.

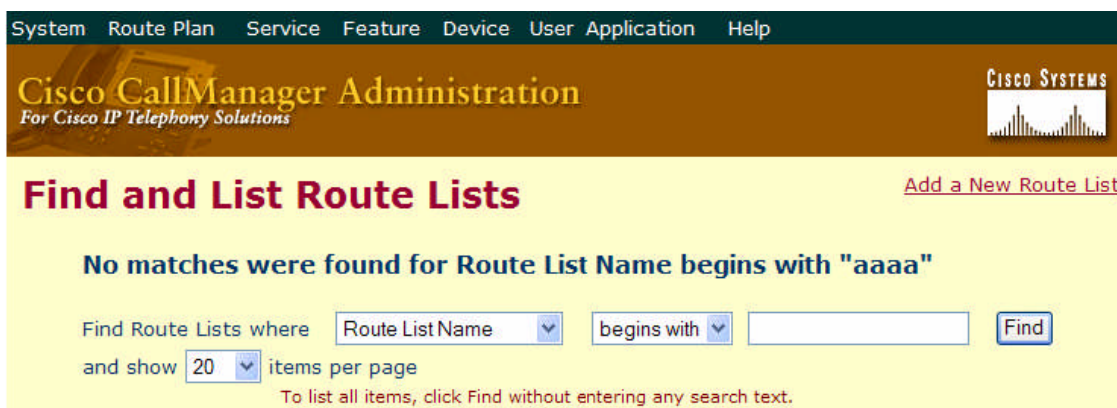## Configuring the Route Masks in CallManager:

After establishing the list of caller ID values and determining the route pattern prefixes to be used, add the caller ID entries to the CallManager as follows.

1. Log into the Cisco CallManager Administrator interface.

2. Click **Route Plan → Route/Hunt → Route List.**

3. Click **Add a New Route List.**

4. Enter a **Route List Name** (Example: Campus Description) to describe the route and select the appropriate **Cisco CallManager Group**.

5. Click **Insert** and **OK** on the popup.

6. Click the **Add Route Group** button.

7. Select appropriate **Route Group**.

8. Enter the **Caller ID** to use in **Calling Party Transform Mask**.

9. Select **PreDot** for **Discard Digits**.

10. Click **Insert** and **OK** on the popup.

11. Click **Route Plan → Route/Hunt → Route Pattern.**

12. Click **Add a New Route Pattern**.

13. For the **Route Pattern** enter the desired **route pattern prefix** followed by a **period** followed by **ten Xs**.

14. Select the **Partition** that matches your configured CTI Ports for SchoolMessenger CommSuite.

15. Select the appropriate **Numbering Plan**.

16. Select the appropriate **Route Filter**.

17. Select appropriate **MLPP Precedence**.

18. Select the **route list created above** for **Gateway or Route List**.

19. Select **Route this pattern**.

20. Select **Provide Outside Dial Tone**.

21. Under **Called Party Transformations** select **PreDot** for **Discard Digits**.

22. Click **Insert**.

Route Pattern Configuration

Add a New Route Pattern
Back to Find/List Route Patterns

Route Pattern: New

Status: Ready
Note: Any update to this Route Pattern automatically resets the associated gateway or Route List

[Insert]

Pattern Definition

Route Pattern*	66027.XXXXXXXXXX
Partition	< None >
Description	
Numbering Plan*	North American Numbering Plan
Route Filter	< None >
MLPP Precedence	Default
Gateway or Route List*	Lincoln High School
Route Option	⊙ Route this pattern
	○ Block this pattern --- Not Selected ---
Call Classification*	OffNet ☐ Allow Device Override

☑ Provide Outside Dial Tone   ☐ Allow Overlap Sending   ☐ Urgent Priority

☐ Require Forced Authorization Code

Authorization Level   0

☐ Require Client Matter Code

Calling Party Transformations

☐ Use Calling Party's External Phone Number Mask

Calling Party Transform Mask	
Prefix Digits (Outgoing Calls)	
Calling Line ID Presentation	Default
Calling Name Presentation	Default

Connected Party Transformations

Connected Line ID Presentation	Default
Connected Name Presentation	Default

Called Party Transformations

Discard Digits	PreDot
Called Party Transform Mask	
Prefix Digits (Outgoing Calls)	

Repeat above steps for additional Caller ID numbers and route patterns.

<Continues>

Configuring the Route Mask Mapping in SchoolMessenger:

The SchoolMessenger software must also be configured to assign the appropriate route pattern prefix based on the caller ID value set for the call job.

That configuration is done by the SchoolMessenger Support Services Technician assigned to your account.

Please provide a list of the route pattern prefixes and their corresponding call ID values to your support services technician.

Questions?

If you have any questions regarding the above information, please contact your SchoolMessenger Customer Solutions Engineer for assistance.

SchoolMessenger Support

800-920-3897
support@schoolmessenger.com