Route Congestion Messages

User Guide

Schmooze®

Chapters

Overview

A congestion message is a signal indicating that there are no channels available to complete a call. Some providers will use this signal to locate an alternate route or process the call in another way. This module is mainly used by advanced users and lets you change the default system messages that are played when you dial numbers that do not have a route available or have a trunk outage. Available recordings are managed by the System Recordings module.
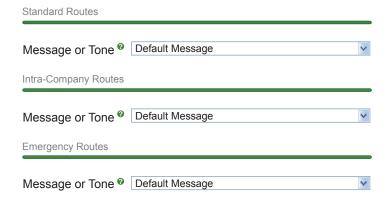
Logging In

- Log into the Route Congestion module and you should see a screen like this.

Route Congestion Messages

No Routes Available

Standard Routes

Message or Tone ❓ | Default Message ▾ |

Intra-Company Routes

Message or Tone ❓ | Default Message ▾ |

Emergency Routes

Message or Tone ❓ | Default Message ▾ |

Trunk Failures

No Answer

Message or Tone ❓ | Default Message ▾ |

Number or Address Incomplete

Message or Tone ❓ | Default Message ▾ |

[Submit Changes]

No Routes Available Messages

- These are the messages played when you dial a number, but that number does not match any outbound routes.

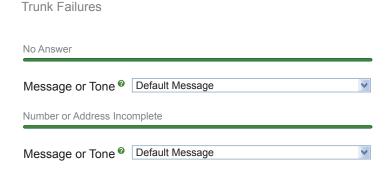Standard Routes

Message or Tone ❓ | Default Message ▾ |

Intra-Company Routes

Message or Tone ❓ | Default Message ▾ |

Emergency Routes

Message or Tone ❓ | Default Message ▾ |

- ◦ **Standard Routes**- Message or tone to be played when no trunks are available. Default message is, "*All Circuits are busy now; please try your call later.*"

- ◦ **Intra-Company Routes**- Message or tone to be played when no intra-company trunks are available. Used on routes marked as intra-company only. Default message is, "*All Circuits are busy now; please try your call later.*"

- ◦ **Emergency Routes**- Message or tone to be played when no trunks are available. Used on all emergency routes. **Consider using a message instructing callers to find alternative means of calling emergency services, such as a cell phone or alarm system panel.** Default message is "*All Circuits are busy now; please try your call later.*"

Trunk Failure Messages

- • These are the messages played when you have a trunk failure.

Trunk Failures

No Answer

Message or Tone ❓ | Default Message ▾

Number or Address Incomplete

Message or Tone ❓ | Default Message ▾

- ◦ **No Answer**- Message or tone to be played if there was no answer. Default message is, "*The number is not answering*" (Hangupcause is 18 or 19).

- ◦ **Number or Address Incomplete**- Message or tone to be played if the trunk reports the number or address is incomplete. Usually this means that the number you have dialed is too short. Default message is, "*The number you have dialed is not in service. Please check the number and try again.*" (Hangupcause is 28).

Tips & Tricks

Beginning in FreePBX 2.11 there are additional options available when configuring Outbound Routes that can enable Optional Destinations instead of playing CONGESTION messages. A simple use for this might be a custom announcement for all 900 phone numbers informing your users that these numbers are not allowed.

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