Short Definition

Class of Restrictions

Long Definition

A CM feature that defines restrictions on types of calls and features that can be handled. It allows classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups.

COR does this by allowing or restricting calls to other CORs, FRL limitations (more on this during the trunking section), MOH restrictions, service observing, etc. COR can also limit outbound calls by using Time of Day (to be covered in routing). The default COR is 1.

Class of Restriction (COR) feature should be used  to:

• Define different levels of call origination and termination privileges

• Apply administration settings to all objects that share the same COR number

• Identify what CORs can be service observed, and what CORs can be a service observer

CM Administrator can use CORs to restrict communication between point A and point B. For example, a user tries to establish a communication path between point A and point B. The system checks whether the CORs have permission to communicate with one another. If the CORs have permission, the system completes the call. If the CORs do not have permission, the system does not complete the call. He controls the level of restriction that the COR provides. CORs also have other applications. He  can apply administration settings to a COR, and then assign that COR to objects or facilities in the system. This use of CORs makes it easier to administer functions across a wide range of objects. CORs are assigned to a variety of objects, such as:

• Telephones

• Trunks

• Agent login IDs

• Data modules

Finally, administrator  can set up COR s that are service observing and service observed. He  can assign a COR to be a service observer. Then he identifies what other CORs that the user can observe. He  can also set up a COR to be serviced observed

Extension to Cellular

                For calls toward an Extension to Cellular station, Class of Restrictions are applied normally for a call terminating to a station. In particular, if the station is mapped, then the Class of Restriction (COR) of the office telephone applies. Any restrictions imposed by call filtering are applied after those imposed by the COR. Calling party restrictions pertaining to trunks do not initiate Extension to Cellular calls. These restrictions include “outward,” “tac-toll,” and “all-toll.” Its important to note that a phone may be restricted from making outside calls but the Extension to Cellular calls can be extended to the cell phone.

Access

           Admin can use Class of Restrictions (COR) to restrict an extension from receiving calls other than those calls to the hunt group to which the extension is assigned. You can also restrict extensions on Communication Manager from calling the extension of the hunt group

**SCENARIO - 1**

As per the COR request we get frequently we are asked to change the COR to 48 or 148 for Qfinity SIP recordings.





