

Routing Based on Area Codes

With the variable **FROMAREA** used in the inbound behavior of an extension, calls can be routed based on the incoming caller's area code. This feature is useful for accounts that have multiple offices in different regions and want to use one number to direct calls to the appropriate office.

Using the FROMAREA Variable

The **FROMAREA** variable is used in the “**Perform Next Step Only If...**” inbound behavior action for an extension. The “**Perform Next Step Only If...**” inbound behavior action allows for logic-based routing to take place, using schedules and variables, in an IF-THEN fashion. If all the criteria are met for the “**Perform Next Step Only If...**” behavior the call advances to the next step in the sequence, otherwise it skips the following action and proceeds down the list of routing steps.

The screenshot shows a configuration window for a routing step. It has a title bar 'Step #4' and a dropdown menu set to 'Perform Next Step Only If...'. Below this, a text label reads 'Only perform the following step if all of the criteria are met:'. The configuration area contains a dropdown menu set to 'INSIDE', followed by a 'Routing Schedule' dropdown set to '-- ANY TIME --'. Below these is an 'AND Variable' section with a text input box, a dropdown menu set to 'DOES', and another dropdown menu set to 'EQUAL'. At the bottom, a text label says 'You may add more criteria by following this immediately with another "Perform Next Step Only If..."'.

Setting the **FROMAREA** variable in the “**Perform Next Step Only If...**” behavior has four components:

1. The Variable: In the “**AND Variable**” line of the “**Perform Next Step Only If...**”, the variable that will be used must be entered in the first input box. For area code routing the variable is **FROMAREA**. This variable tells the system to look at the area code of the caller's number. Note that the variable must be in all caps and not have any hanging spaces before or after the text.

The diagram shows the 'AND Variable' section of the configuration interface. A red arrow points to the first input box, which is highlighted with a red dashed border. The text 'Variable Name' is written above the input box.

2. DOES/DOES NOT: In the **DOES/DOES NOT** dropdown box select whether the following conditions should be evaluated in a positive does match /meet function or a negative does not match/meet function.

The diagram shows the 'DOES/DOES NOT' dropdown menu in the configuration interface. A red arrow points to the dropdown menu, which is highlighted with a red dashed border. The text 'DOES/DOES NOT' is written above the dropdown menu.

3. A Condition: the third input field in the “**AND Variable**” line, allows the user to select a condition on which the criteria will be evaluated on. This list includes options such as **EQUAL** and **EXCEED**. In most cases with the **FROMAREA** variable **EQUAL** can be used to screen for a single area code, while **FROM PART OF** will allow for a match in a list of area codes.

The diagram shows the 'Condition' dropdown menu in the configuration interface. A red arrow points to the dropdown menu, which is highlighted with a red dashed border. The text 'Condition' is written above the dropdown menu.

4. Data: The last input field is where the data the variable should be checked against is entered. For the **FROMAREA** this is where a list of area codes should be entered. The data should be entered without spaces, and each area code should be delimited. Example 111|222|333 or 111|222|333.

The diagram shows the 'Data' input field in the configuration interface. A red arrow points to the input field, which is highlighted with a red dashed border. The text 'Data' is written above the input field.

After setting the logic of the “Perform Next Step Only If...” step the proceeding step should be set to what should be performed if the logic statement is true (this action will be the same green as the if statement). A secondary **Else** action should be placed after the first for the routing to fail too if the if statement is false (this action will be in white or pink if using the Else action from the dropdown list). While you can use multiple IF-THEN statements together to provide many different routing options, an Else action should always be included as a contingency action to ensure that all calls are handled in a reasonable way.

	IF-THEN Statement
<div>Step #1</div> <div>Perform Next Step Only If...</div> <div>Only perform the following step if all of the criteria are met:</div> <div>INSIDE Routing Schedule -- ANY TIME --</div> <div>AND Variable FROMA DOES EQUAL 111 222</div> <div>You may add more criteria by following this immediately with another "Perform Next Step Only If..."</div>	
<div>Step #2</div> <div>Transfer to Extension *</div> <div>Which extension? [2002] Lab 2 - VVX400</div> <div>After transferring, call is no longer controlled by this action list.</div> <div>Caller will be sent to Step #1 of the destination extension's action list.</div>	If True Action
<div>Step #3</div> <div>Transfer to Extension *</div> <div>Which extension? [2001] Lab 1 - VVX400</div> <div>After transferring, call is no longer controlled by this action list.</div> <div>Caller will be sent to Step #1 of the destination extension's action list.</div>	Else

There are many ways that the **FROMAREA** variable can be used and numerous valid ways to set the logic for the IF-THEN statement, the following is an example of a standard setup for using the **FROMAREA** variable.

If the caller's area code does match one of the followings: 111,112. THEN send the caller to the secondary office at extension "2002 - Lab 2". Else, send the caller to the main office at extension "2001 Lab 1".

1. Set **Step #1** to “**Perform Next Step Only if...**”. This action is located under the advanced features list in the drop-down menu.
2. Locate the **AND Variable** section in the “**Perform Next Step Only if...**” action. In the first input field enter **FROMAREA**. Make sure that no hanging spaces are included at the end of the variable name.
3. Leave the DOES/DOES NOT box to **DOES**. In this example, we want to find area codes that **DOES** meet our criteria.
4. In the second dropdown list for the **AND Variable** section, set the condition to **FORM PART OF**. The **FORM PART OF** is used in this example because we want the system to check if the caller's area code matches one in the list of codes.
5. Next input the data in the last input box. In this example this is the two area codes that calls should be matched against, 111 and 112. Enter them in one of these formats **111,112** or **111|112**.

With the AND Variable section completed Step #1 should look like this:

Step #1

Perform Next Step Only If...

Only perform the following step if all of the criteria are met:

INSIDE Routing Schedule -- ANY TIME --

AND Variable FROM: DOES FORM PART OF 111,112

You may add more criteria by following this immediately with another "Perform Next Step Only If..."

- Next, select an action for **Step #2**. The action in step two will take place if the above "Perform Next Step Only if..." is returned as true, meaning the criteria for the statement has been met. For this example, we want calls marked as true to go to the secondary office at extension *2002 Lab 2*. Step 2 is set to **Transfer to Extension** and the correct extension is indicated.
- Next set the action in **Step #3**. Step 3 should be what happens if the statement is false (i.e. the criteria was not satisfied). For this example, calls that do not match the area codes in the list should be sent to the main office at extension 2001 Lab 1.

With Step #2 and Step #3 set the inbound behavior should look like this:

Step #1

Perform Next Step Only If...

Only perform the following step if all of the criteria are met:

INSIDE Routing Schedule -- ANY TIME --

AND Variable FROM: DOES FORM PART OF 111,112

You may add more criteria by following this immediately with another "Perform Next Step Only If..."

Step #2

Transfer to Extension

Which extension? [2002] Lab 2 - VVX400

After transferring, call is no longer controlled by this action list.
Caller will be sent to Step #1 of the destination extension's action list.

Step #3

Transfer to Extension

Which extension? [2001] Lab 1 - VVX400

After transferring, call is no longer controlled by this action list.
Caller will be sent to Step #1 of the destination extension's action list.

- Click **Submit** and test.

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