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Sample Phone Numbers in User Profiles

Suppose that an organization uses 5-digit extensions and requires callers to enter a 9 to access an outside line. A user with the phone number 555-0123 may enter any of the following in the [Main phone number](#) or [Alternate phone number](#) user profile fields:

- 50123 -- 5-digit extension
- 95550123 -- 7-digit phone number preceded by 9 to get an outside line
- 914085550123 -- 10-digit phone number (including area code) preceded by 9 to get an outside line

Sample ANI Formats

Depending on where the call originated, an ANI might use one of these formats:

- 50111 -- call from within an organization that uses 5-digit extensions
- 5550111 -- local call from outside the organization using the full 7-digit number
- 4085550111 -- call from another area code outside the organization

Sample Auto Attend Translation Rules

Table: Sample Auto Attend Translation Rules

<u>Digits to match</u>	<u>Match string</u>	<u>Replace by</u>	How the System Would Use This Translation Rule
0	-	-	The system tries to find a user profile phone number that matches the incoming ANI exactly without adding or deleting any digits. Note: You cannot modify this preconfigured translation rule.

5	5	8555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "8555" to convert the sample ANI to 85550123.
5	5	9555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "9555" to convert the sample ANI to 95550123.
5	5	91408555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "91408555" to convert the sample ANI to 914085550123.
7	555	5	The rule applies to incoming ANIs with seven digits, such as 5550123. The system replaces "555" with "5" to convert the sample ANI to 50123. This converts a 7-digit number to a 5-digit extension.
7	555	8555	The rule applies to incoming ANIs with seven digits, such as 5550123. The system replaces "555" with "8555" to convert the sample ANI to 85550123.
10	408555	5	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408555" with "5" to convert the sample ANI to 50123. This converts a 10-digit number to a 5-digit extension.
10	408555	8555	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408555" with "8555" to convert the sample ANI to 85550123.
7	-	9	The rule applies to incoming ANIs with seven digits, such as 5550123. The system inserts "9" to convert the sample ANI to 95550123. This adds a "9" prefix to a 7-digit number.
7	-	91408	The rule applies to incoming ANIs with seven digits, such as 5550123. The system inserts "91408" to convert the sample ANI to 914085550123. This adds a "9" prefix and the area code to a 7-digit number.
10	-	91	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system inserts "91" to convert the sample ANI to 914085550123. This adds a "91" prefix to a 7-digit number.
10	408	9	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408" with "9" to convert the sample ANI to 95550123.

Related Topics

- [Auto Attend Feature](#)
- [Adding or Editing an Auto Attend Translation Rule](#)

- [Table: Field Reference: Add Translation Rule Page and Edit Translation Rule Page](#)