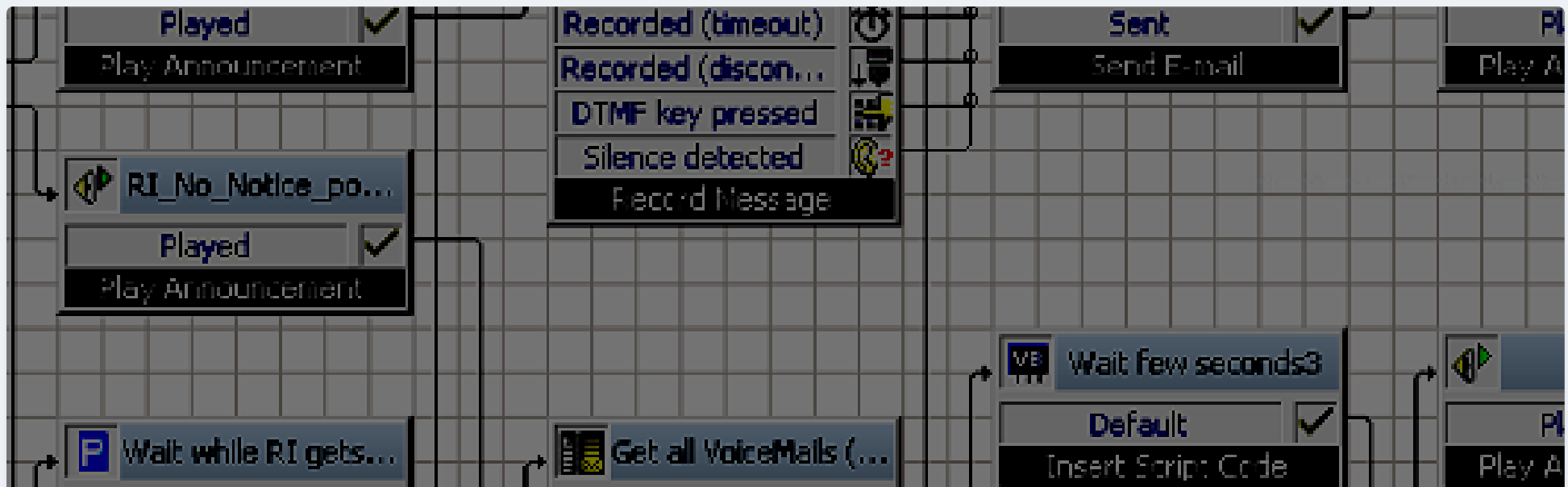


## The Call Routing Guy

A blog by Tom Wellige in General

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## #10: I can't hide anymore!



Entry posted by Tom Wellige in VBScript December 30, 2022  
1,189 views

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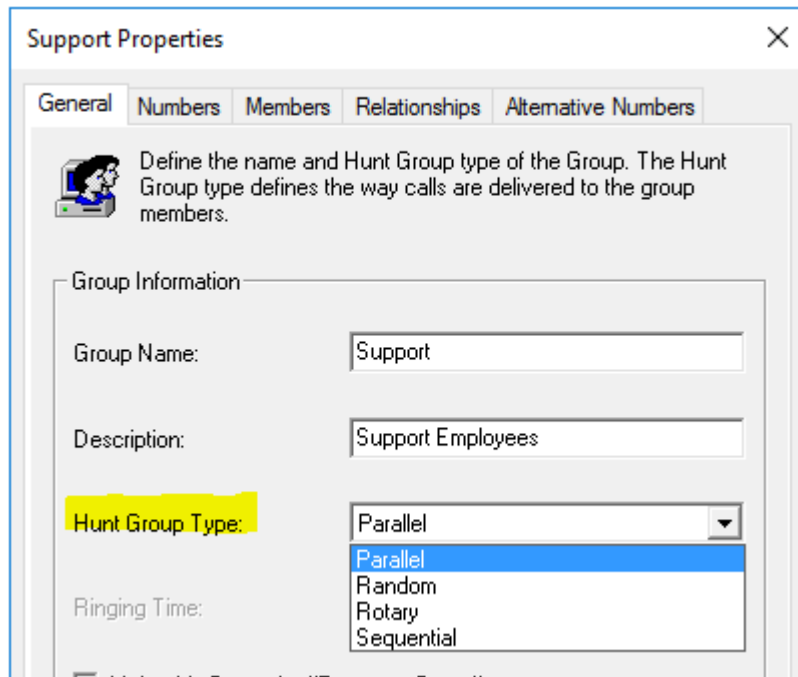
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VBScript

There is always one colleague in the group who is never answering group calls! Does this sound familiar to you?

When connecting a call to a group it depends on the group configuration, how the call will be signaled to the group members:



The screenshot shows a window titled "Support Properties" with a close button (X) in the top right corner. Below the title bar are five tabs: "General", "Numbers", "Members", "Relationships", and "Alternative Numbers". The "General" tab is active. Inside the "General" tab, there is a small icon of a person at a computer and a text box that says: "Define the name and Hunt Group type of the Group. The Hunt Group type defines the way calls are delivered to the group members." Below this is a section titled "Group Information" with four fields: "Group Name:" with the value "Support", "Description:" with the value "Support Employees", "Hunt Group Type:" with a dropdown menu showing "Parallel" (selected), and "Ringing Time:" which is empty. The dropdown menu for "Hunt Group Type" is open, showing a list of options: "Parallel", "Random", "Rotary", and "Sequential".

- **Parallel** - all phones of all members ring simultaneously
- **Random** - one member is picked randomly from the group
- **Rotary** - the first call goes to member 1, the second call to member 2, a.s.o.
- **Sequential** - the call goes to member 1, if member one is not available (timeout, busy, not logged in) it goes to member 2, if member 2 is not available it goes to member 3, a.s.o. The next new call will go first to member one

In many cases these hunt group selections are sufficient, but there is one selection missing in the list which is getting asked for every once in a while:

**Longest Waiting/Idle**

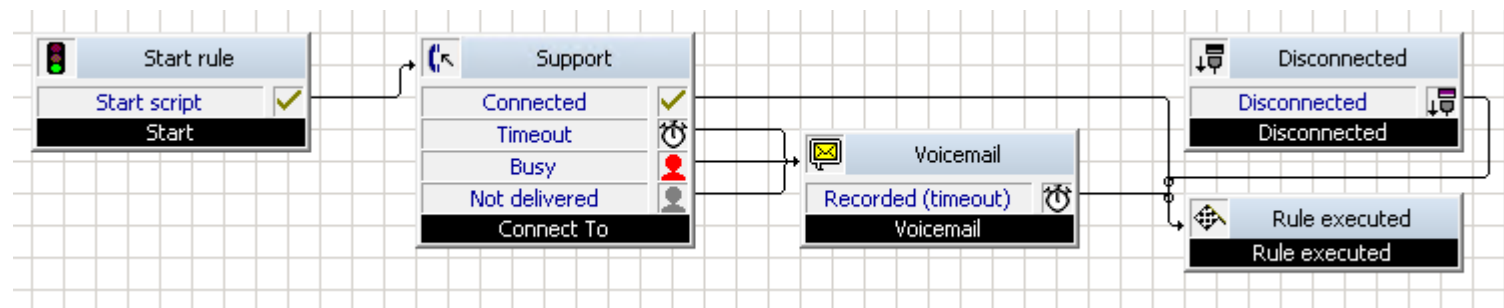
The call routing of the SwyxWare wouldn't be the call routing if this problem couldn't be fixed in there 😊

What is needed is a reliable source of information when a certain user had his latest call (disconnect time). This information can be taken from the call detail records. For the ease of usage, they need to be written into a database instead of a text file (refer to Enreach Help Center article [Write Call Details Records into a database](#)). Without going too much into details, we will add a small trigger onto this table. This trigger will be called for every newly added record, takes user name and disconnect time from it and stores it also into an additional table "LongestWaiting" into the database. When it is necessary to know when a certain user had his latest disconnect, one only needs to look into "LongestWaiting" table.

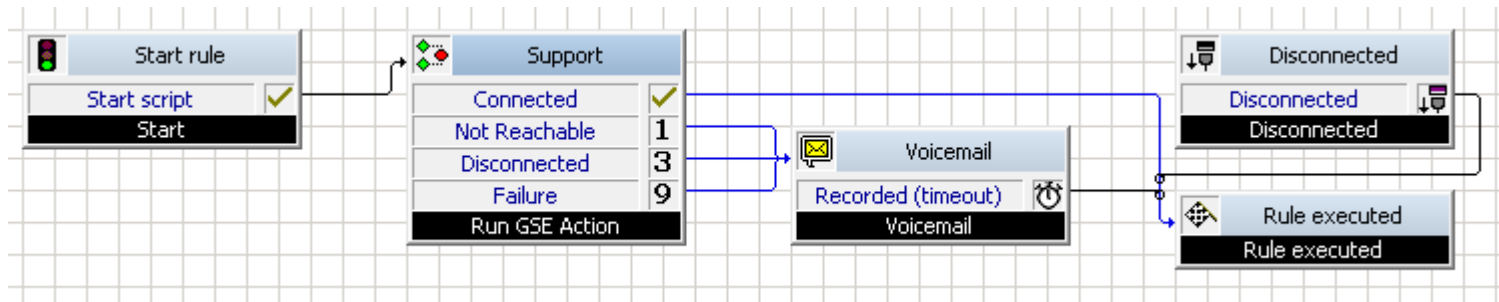
We use a small **GSE Action** (comparable with a function in any programming language, it is just "written" with the GSE).

This GSE Action takes the group the call should be connected to as parameter (refer to my blog article [#6: Make it easy!](#)). It uses the **GetUserByAddress** method of the [PBXConfig](#) Server Script API to resolve all users from the given group. With the list of users the database "LongestWaiting" table will be queried to get a list of all users in the order of old disconnect time first. The GSE Action tries now to connect the call to the users in the list, starting with the first one. If this user is not available (timeout, busy, not logged in) it goes on with the second in the list, a.s.o.. It goes on until the call is either connected or the call wasn't taken by any user.

The usage of this GSE Action is actually quite simple, it replaces the standard "Connect To" block



by



The GSE action takes a few parameters, with the "**Destination**" being the most important one. This is the group which the call should be delivered to with the new "longest waiting/idle" hunt group type.

Run GSE Action Properties

General Parameters Links

Select GSE action: LongestWaiting (System)

Set action parameters:

Name	Value	Default Value
ProviderParam	= ""	= ""
Destination	= "Support"	= ""
Connect Timeout	15	15
Connect Alert Sound	= ""	= ""
Ignore Busy Internal	0	0

A complete description, manual and download can be found in the [Longest Waiting Hunt Group](#) project, being a part of the **Open ECR Extensions** project here on Swyx Forum.

Enjoy!

PS: don't miss to take a look into the [ECR Useful Link Collection](#)

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#17: Be more flexible on dates! (Part 2 - Lua)

Next entry >  
#3: Be more flexible on dates!

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