

Creating and Modifying Action Configurations

In this section:

- [Creating an Action Configuration](#)
- [Modifying an Action Configuration](#)
 - [Action Configuration - Field Definitions](#)

To create or modify an existing Action Configuration:

1. In the WebUI, click the **Settings** tab.
2. In the left navigation pane, go to **Call Actions > Action Configuration**.

Figure 1: Action Configuration Table

| Description | Action | Action Parameter 1 | Action Parameter 2 | Primary Key |
|--------------------|------------|---------------------|--------------------|-------------|
| SAMPLE CALL ACTION | Route Call | Default Route Table | N/A | 1 |

Creating an Action Configuration

1. In the WebUI, click the **Settings** tab.
2. In the left navigation pane, go to **Call Actions > Action Configuration**.
3. Click the **Create Action Configuration Entry** (



) icon at the top of the Action Configuration Table page.

Figure 2: Create Action Configuration Entry

Row ID 2

Description


Action

Route Table

OK

4. Configure the fields. See [Action Configuration - Field Definitions](#).

Modifying an Action Configuration

1. Click the **expand** () icon next to the entry you wish to modify.
2. Edit the entry properties as required. See [Action Configuration - Field Definitions](#).

Action Configuration - Field Definitions

Description

Unique description for the table entry. Valid entry: up to 64 characters.

Action

Specifies the action to be taken. The action tells the call routing function the next step to take when setting up a call. For example, when **Send Alert** is selected, the next step in the call routing function is for an alert message to be sent (as part of the [Action Set](#)). Default entry: **Route Call**.

Possible actions include:

| Action | Definition |
|--|---|
| Route Call | Call is routed. If the Timeout field is set, the SBC waits for the amount of time specified in the Timeout field before routing the call. From the Route Table field, select a route for this call. |
| Send Alert | Alert is sent before the call is routed. |
| Send Connect | Connect message is sent from SBC. |
| Release Call | Call is released. With this option, a Q.850 Cause Code can be configured. |
| Detect CNG | Fax call is detected and routed to the appropriate fax endpoint. From the Timeout field, specify the length of time for the SBC to wait for CNG to be detected. See Best Practice - Configuring One Number Fax . |
| Route Call, Await Connect Timer | SBC routes the call, and waits for the amount of time specified in the Connect Timer field for the call to connect. From the Route Table field, select a route for this call. |
| Generic Timer | Enables a timer used for the SBC to pause before proceeding to the next action. Use this action to get call routing to pause to allow some external event to occur, or delay the call connect process to match the far-end requirements. From the Timeout field, specify the length of time. |
| Invoke Action Set | Specifies another Action Set to be invoked. When this option is selected, you can choose which Action Set to begin. |

For detailed information on how to use the Detect CNG option for fax calls, see [Configuring SBC Edge for One Number Fax in MS Exchange Environment](#).

For detailed information on Action Sets, see [How Action Sets Work](#).

Route Table

Specifies the [Routing Table](#) to use in this action. The field is available only when **Route Call** and **Route Call, Await Connect Timer** are selected from the **Action** drop down list.

Q.850 Cause Code

Specifies the Cause Code to send when a call is released. This field is available only when **Release Call** is selected from the **Action** drop down list.

Connect Timer

Specifies the length of time the SBC Edge waits for the call to be connected. This option is used to adjust for different network delay conditions. This field is available only when **Route Call, Await Connect Timer** is selected from the **Action** drop down list.

Timeout

Specifies the length of time before a timeout occurs. This field is available only when **Generic Timer** or **Detect CNG** is selected from the **Action** drop down list. Valid entry: **10 - 3600000** milliseconds. Default entry: **4000**.

Action Set

Specifies the Action Set to be invoked. Options for this field are populated from the Action Set Table. See [Managing Action Sets](#). This field is available only when **Invoke Action Set** is selected from the **Action** drop down list.

See also [How Action Sets Work](#).