

Ans to the Q NO! - 1

Call routing process:-

Call routing process is an automatically answers incoming business calls and directs them to individual extensions or groups. based on rules and criteria.

Routing calls means that people can always reach the right person or department they need right away without dialing a separate phone number.

Call routing is also known as Automatic Call Distributor (ACD) and also works hand-in-hand with auto attendants.

A call routing system can route calls a variety of ways. When a person calls any network, call phone system accepts the call, provides an auto Attendant menu, and transfers the call to your Network.

Some of the criteria used to determine how a call is handled includes:

Time of day:- Both the caller and the contact center in different time zones.

Caller ID:- The phone number of the incoming call, which also informs about the caller's location.

Auto-attendant Section:- Input from the caller in response to an auto-attendant menu of choices.

Agent skill:- Direct calls to members of your team better suited based on intelligent call routing logic.

Interactive Voice Response (IVR):- Of the caller voices their needs, your phone system can use artificial intelligence and machine learning to route the call.

Ans to the Q NO:- 2

Redirect a call at visiting location:-

A BS consists of a base transceiver System (BTS) and a BSC. Both tower and antenna are a part of the BTS, while all associated electronics are contained in BSC.

The HLR (home location register) and VLR (visitor location register) are two set of pointers that support mobility and enable the use of the same telephone number worldwide.

The AUC unit provides authentication and encryption parameters that verify the user's identity and ensure the confidentiality of each call.

In simple word, any incoming call, based on the calling number, is directed to the HLR of the home MS where the MS is registered.

The HLR the pointer to the VLR of the MSC where the MS is currently located.

Bidirectional HLR-VLR pointers help in carrying out various functionalities as illustrated the figure.

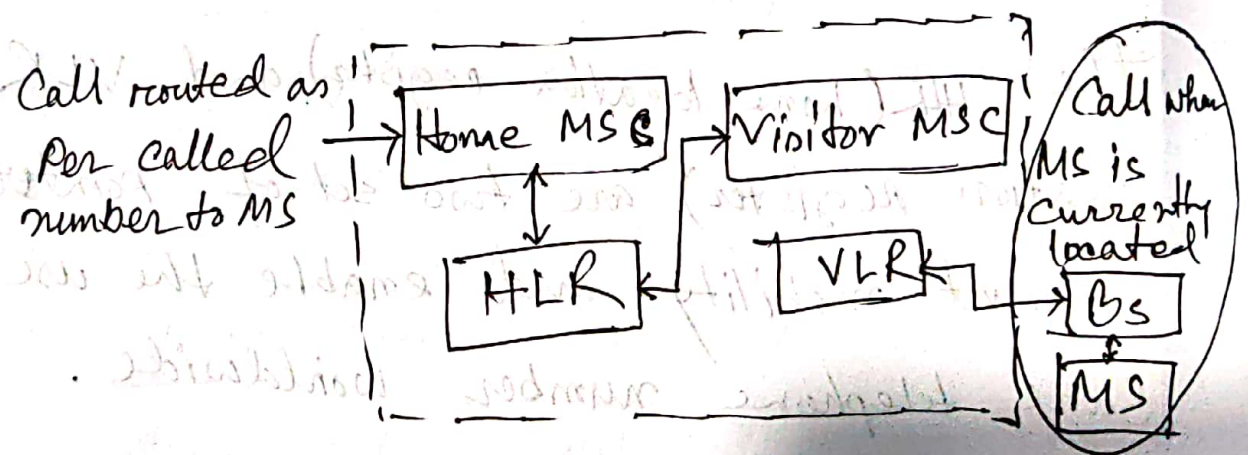


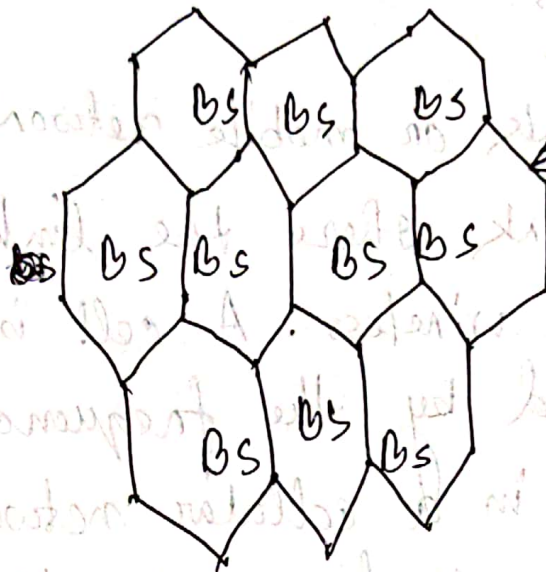
Fig: - Redirection of a call to MS at a visiting location.

Ans to the Q No:-3

A cellular network or mobile network is a communication network where the link to and from end nodes is wireless. A cell is a geographical area covered by the frequency emitted by a base station in a cellular network, the this frequency is called a cell site.

In a cellular system, as the distributed mobile transceivers move from a cell to cell during an ongoing ~~cell~~ continuous communication, switching from one cell frequency to a different cell frequency is done electronically without interruption operator or manual switching.

The cellular system replaced a large zone with a number of smaller hexagonal cells with a single BS covering a fraction of the area.



Service area.