Callback

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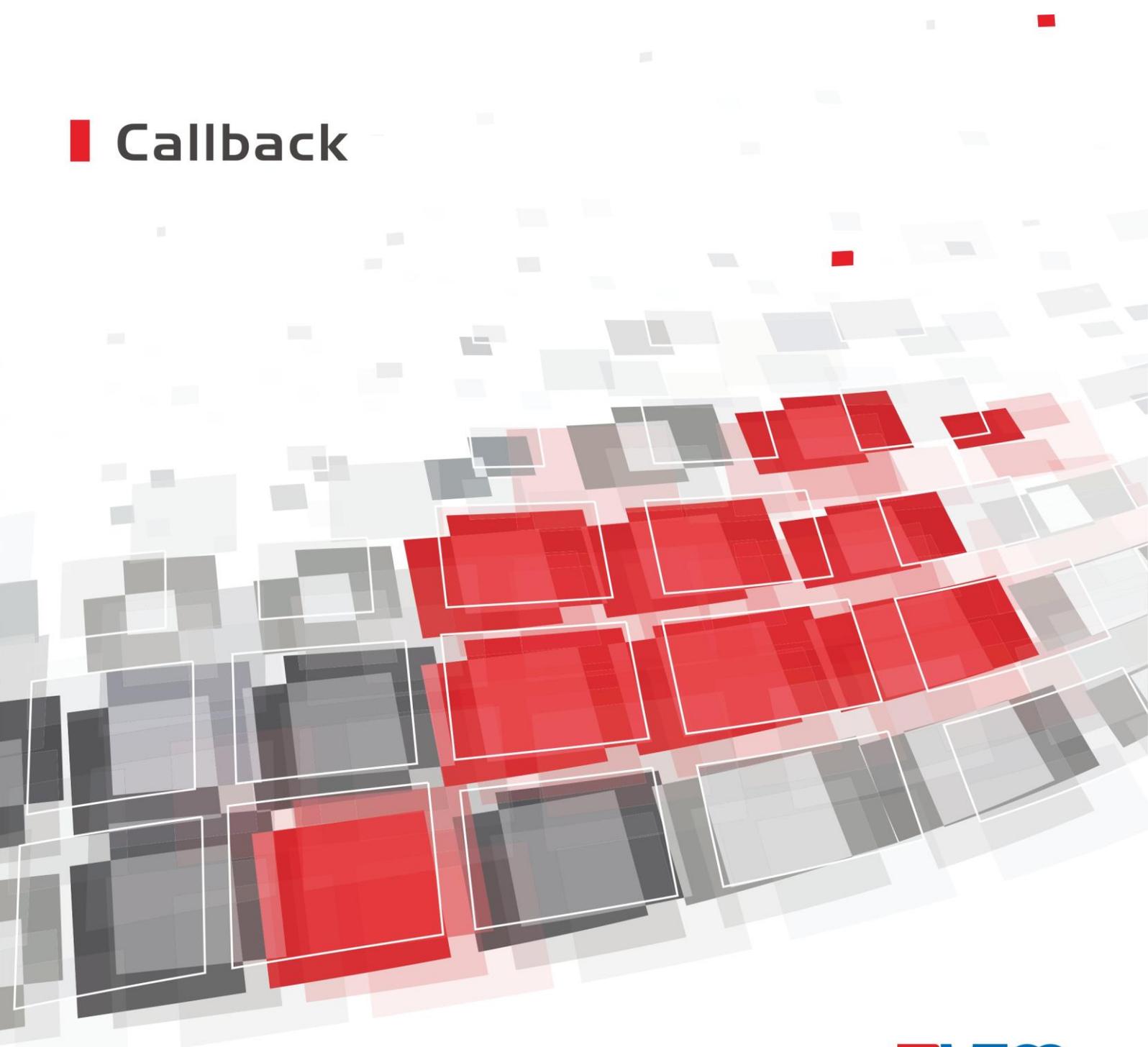
1.Callback configuration

Callback (also written as call-back) occurs when the originator of a call is immediately called back in a second call as a response.

Click 【Advanced】→【Callback】→"Callback Number Settings":

Set the Callback number, which is the caller's calling number. When you make a call via CooVox PBX system, the system will hang up the call and immediately call back to your phone; after pickup, the call will be routed to the destination of Callback.
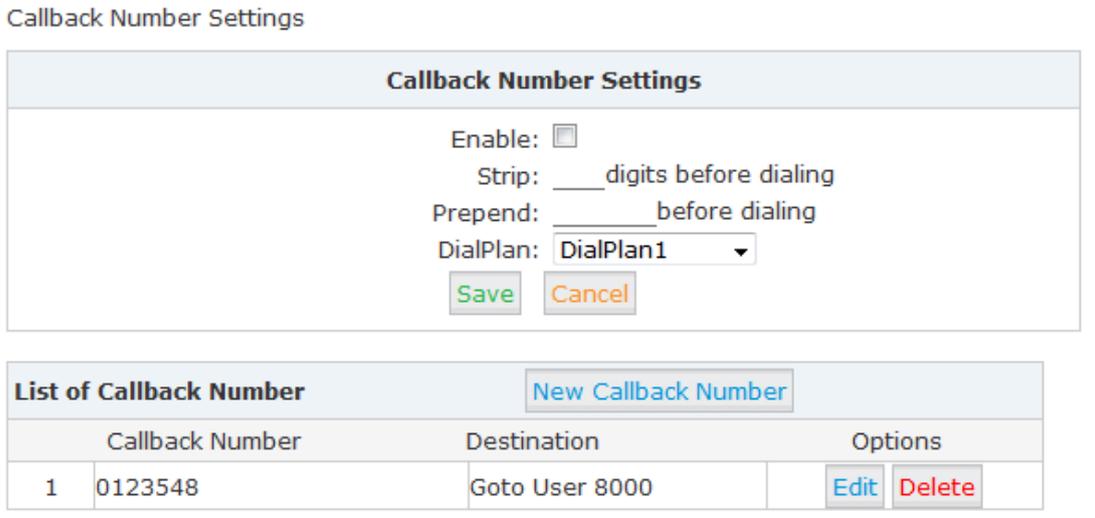
Pic. 1 Call Back

Item	Explanation
Enable	Disable/Enable Callback
Strip	Strip the digits of number. E.g.: 0123548; If you input 1, and system will route the number 123548 instead of 0123548.
Prepend	Add the prefix of number before dialing (match the outbound dialrule)
Dialplan	Select the dialplan for callback
List of Callback Number	List of callback number

To create new callback number, click【New Callback Number】:
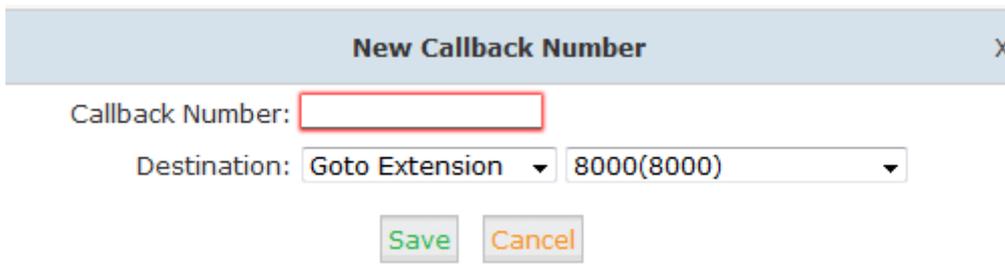
Pic. 2 Callback Number

Item	Explanation
Callback Number	Caller ID
Destination	the destination after callback

2.Callback Example

There is a dialrule "test" for the calling number to make outbound calls:

Pic. 3

Customer A's phone number is 159 1234 5678, but our system will receive the number 0159 1234 5678 for some reason of the provider.

When customer A makes a call to your company via your PBX system, the call need to be callbacked to the staff extension 8000. You can make the callback number settings as below:

Callback Number Settings

Enable: ☑

Strip: 1   digits before dialing

Prepend: 99   before dialing

DialPlan: DialPlan1 ▾

Save Cancel

List of Callback Number		New Callback Number
Callback Number	Destination	Options
1 015912345678	Goto User 8000	Edit Delete

Pic. 4 Callback (Example)

When customer A make a call to your company via your IP PBX, the callerid is 015912345678 which matches the Callback Number in the PBX system. Then the system will hangup the call and callback automatically.

Based on the rule of Callback Number Settings, the system will delete the first digit of the callerid, and add the 99 as prefix (refer to pic.4). The number will be 99 159 1234 5678, which matches the dialrule "test" (refer to pic.3)

Once customer A and extension 8000 pick up the call, they can talk, and the callback is successful.