

Class of Service

Class of services define a [route](#) to take when an [Extension](#) is placing a call. A **class of service** can contain multiple components to place a call through in order of a priority system. These are explained in greater detail below. [Hunt Groups](#) as well as [PhoneMap Groups](#) also must have a class of service defined to function properly. Most systems will have default **classes of services** (as well as routes) however additional ones can be created in the CLI for more advanced routing configurations.

- **Class of Service:** A Class of service can be defined to take another class of service
- **Route:** A Class of Service can take a route which takes a trunk group, and then in turn a trunk.
- **Phonergroup:** A class of service can directly call out to another **phonergroup**.
- **Literal:** ??

Adding an Extension

1) Enter the CLI's configuration mode

2) Enter the name of the **Trunk Group** you wish to create. You will be prompted with the minimum required settings.

```
vbox-nathan(config)# cos billing_reroute
!! Notice: Editing new item: billing_reroute
!! Notice: Minimum requirements needed for insert:
!! desc
vbox-nathan(config-cos billing_reroute)# desc "Rerouted calls to billing from specific
extensions"
```

3) After this you will need to define the **includes** that the **class of service** will take. This can be done with the following command which takes a number indicating the first **include** that the **class of service** will attempt to take.

```
vbox-nathan(config-cos billing_reroute)# cos_include 1          ### first include that the
class of service will attempt to take
vbox-nathan(config-cos billing_reroute pos-1)# include          ### use tab to get a list of
the potential includes that a class of service can take, remember you are not limited to just
```

```

routes
cos:internal          cos:internal+local          cos:internal+local+ld
cos:internal+local+ld+intl literal:catchall          literal:default
literal:services
phonegroup:Billing    phonegroup:internal        phonegroup:outbound
route:A_Route          route:emerg                 route:intl             route:ld10
route:ld10_reg         route:ld11                 route:ld11_reg        route:local
vbox-nathan(config-cos billing_reroute pos-1)# include route:intl
vbox-nathan(config-cos billing_reroute pos-1)# exit
vbox-nathan(config-cos billing_reroute)# cos_include 2          ### second include a cos will
attempt to take
vbox-nathan(config-cos billing_reroute pos-2)# include route:A_Route
vbox-nathan(config-cos billing_reroute pos-2)# exit
vbox-nathan(config-cos billing_reroute)#

```

4) Use the **show** command to ensure your settings have been saved. In this example, we have only added 2 includes, but you are able to add as many as necessary.

```

vbox-nathan(config-cos billing_reroute)# show
! Generating running-config
!!!

! ----- Class of Services -----
cos billing_reroute
  desc "Rerouted calls to billing from specific extensions"
  cos_include 1
    include route:intl
  exit
  cos_include 2
    include route:A_Route
  exit
exit

exit

```

Class of Service Settings Description

You can also use the "?" key to view the description while in the CLI. * indicates a required setting.

Settings	Comments
cos_include	Create or change an include in this class of service
desc	(*) Description
do	To run exec commands in config mode
exit	Exit from this level (with notification of incomplete config)
no	Clear settings
reorder	Change the order of class of service includes
show	Show the running-config for the current item
include	(*) Item to include

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