

# Emergency Groups

**Navigation:** Admin → Routing → Emergency Groups **Used by:** Call Routing configurations

## What Are Emergency Groups?

An Emergency Group is a switch that **overrides all normal schedule-based call routing** when activated. When an emergency group is active, inbound calls bypass the schedule group entirely and route directly to a designated emergency call flow.

Use cases: office closures, power outages, network failures, natural disasters, building evacuations, planned maintenance requiring full call redirection.

“ ⚠ **Emergency Groups have the highest routing priority.** They override Open / Closed / Holiday schedule logic. An active emergency group = all calls go to the emergency flow, regardless of time of day.

## Emergency Group Components

| Component         | Description                                                                             |
|-------------------|-----------------------------------------------------------------------------------------|
| Name              | Unique identifier for the group                                                         |
| Division          | Administrative ownership and access scoping                                             |
| Activation Status | On = emergency routing active; Off = normal routing                                     |
| Usages            | Shows which call routes and flows reference this group — critical for impact assessment |

## Creating an Emergency Group

- Admin → Routing → **Emergency Groups**

2. Click **Add**
3. Enter a unique **Emergency Group Name**
4. Select **Division**
5. Click **Save**

“ The group is created in a **deactivated state** — it has no routing impact until activated.

## Create an Emergency Group Hands-On

The top screenshot shows the 'Create Emergency Group' form. The 'Emergency Group Name' field is highlighted with a red box and contains 'Test Emergency'. The 'Division' dropdown is set to 'Home'. Below the form, a table lists the created group:

| Name           | Impacted Call Routes |
|----------------|----------------------|
| Test Emergency | -                    |

The bottom screenshot shows the 'Emergency Group' details page. The 'Usages' section is highlighted with a red box, showing that the group is referenced on 0 Call Routes and 0 Architect Flows.

## Connecting an Emergency Group to a Call Route

Creating the group alone does nothing. It must be assigned to a Call Route:

1. Admin → Routing → **Call Routing** → open the target route
  2. Enable **Emergency** toggle
  3. In the **Emergency Group** field, select the group you created
  4. In the **Emergency Flow** field, select the published Architect flow to use during emergencies
  5. Click **Save**
- 

# Activating an Emergency Group

When an incident occurs:

1. Admin → Routing → **Emergency Groups**
2. Find the group
3. Toggle **Activation** to **On**
4. Calls immediately begin routing to the emergency flow

To restore normal routing:

1. Return to Emergency Groups
2. Toggle **Activation** to **Off**

“ **Best practice:** Test activation/deactivation during a low-traffic window before a real incident occurs. Know exactly where to find this toggle under pressure.”

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# Routing Priority Diagram

Incoming Call



Call Route



Emergency Group active?



┌── YES ──┐  
| Emergency Flow executes |  
| (schedule ignored entirely) |

↓ NO

Schedule Group evaluated

↓

Open / Closed / Holiday → respective flow

# Common Emergency Flow Designs

## Simple Closure Announcement

Start

↓

Play Emergency Announcement

↓

Disconnect

## Redirect to Backup Location

Start

↓

Play Brief Message ("We are experiencing an outage...")

↓

Transfer to backup contact center DID

## Alternate Contact Information

Start

↓

Play Emergency Message

↓

Provide website / email / alternate number

↓

Disconnect

❏ **Keep emergency flows simple.** Complex logic is a liability during an outage. The goal is: play a clear message, offer an alternative, end the call.

# The Usages Field

The **Usages** field on an emergency group shows every call route and Architect flow that references it. Always check this before making changes — it tells you the blast radius of any modification or activation.

# Naming Convention

| Format                      | Example                 |
|-----------------------------|-------------------------|
| <Region>_<Dept>_Emergency   | US_Support_Emergency    |
| <Site>_<Function>_Emergency | Monterrey_IVR_Emergency |

# Troubleshooting

| Issue                                                  | Cause                                                       | Fix                                                   |
|--------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------|
| Emergency routing not activating                       | Group not assigned to the call route                        | Edit call route → assign emergency group              |
| Group is active but calls still follow normal schedule | Emergency flow not assigned to the route                    | Assign the emergency flow on the call route           |
| Emergency flow errors out                              | Flow has unpublished changes or broken logic                | Open Architect, validate, publish latest version      |
| Wrong routes affected                                  | Unexpected routes also reference the group                  | Check <b>Usages</b> field; scope the group correctly  |
| Normal routing not restoring after deactivation        | Underlying schedule or call route was already misconfigured | Test non-emergency routing path separately            |
| Admin cannot modify group                              | Division permission issue                                   | Verify division assignment and admin role permissions |

# Troubleshooting Checklist

| Check                                                     | ✓                        |
|-----------------------------------------------------------|--------------------------|
| Emergency group created                                   | <input type="checkbox"/> |
| Correct division selected                                 | <input type="checkbox"/> |
| Emergency group assigned to all relevant call routes      | <input type="checkbox"/> |
| Emergency flow is published in Architect                  | <input type="checkbox"/> |
| Emergency flow assigned to call route                     | <input type="checkbox"/> |
| Tested activation in non-production or low-traffic window | <input type="checkbox"/> |
| Verified Usages field — no unexpected routes affected     | <input type="checkbox"/> |
| Confirmed normal routing works when group is deactivated  | <input type="checkbox"/> |

## Key Facts for Exam / Interview

| Question                                             | Answer                                                                                               |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Where are emergency groups configured?               | Admin → Routing → Emergency Groups                                                                   |
| What does activating an emergency group do?          | Overrides all schedule-based routing — all calls go to the emergency flow                            |
| What must be done after creating an emergency group? | Assign it to a call route AND assign an emergency flow on that route                                 |
| How do you check what a group affects?               | The <b>Usages</b> field on the group                                                                 |
| What is the routing priority order?                  | Emergency Group → Schedule Group → Open/Closed/Holiday flows                                         |
| What is the most common implementation mistake?      | Creating the group but forgetting to assign it to the call route, or not assigning an emergency flow |

## See Also

- **Scheduling & Schedule Groups** — the routing layer that emergency groups override
- **Call Routing** — where emergency groups are assigned to inbound numbers
- **Architect Overview** — building the emergency call flow that gets executed

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