

# MTAS Priority Call Management Guide

## MTAS

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### USER GUIDE

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# 1 Introduction

This document describes how to configure the Priority Call service in the MTAS.

## 1.1 Prerequisites

It is assumed that the user of this document is familiar with the O&M area, in general.

### 1.1.1 Licenses

To enable the Priority Call service, the Priority Call license must be installed.

For more information about the Priority Call license, refer to *MTAS Licenses*

### 1.1.2 Documents

Before starting any procedure in this document, ensure that the following documents are available:

- *Ericsson Command-Line Interface User Guide*
- *Managed Object Model (MOM)*

### 1.1.3 Conditions

The following condition must apply:

An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.





## 2 Overview

This document describes the basic Priority Call service that the MTAS offers to its subscribers.

If the originating user is provisioned with the Priority-Call service, then the MTAS indicates that the user has “priority= emergency” in the outgoing `SIP INVITE`.

If the user is not provisioned with the Priority Call service, then any indication of Priority in an incoming `SIP INVITE` Header is passed on unchanged by the originating MTAS.

Any indication of Priority Call from an incoming `SIP INVITE` method is passed on unchanged by the terminating MTAS.

The MTAS extends the operator part XML service data of the user with the “Priority Call” service. It indicates if the service is “activated” or not.

The MTAS indicates that the user has priority status by populating the Priority Header in the `SIP INVITE` with the value of “emergency” in accordance with the following specification: [RFC 3261](#).

The Priority header field indicates the urgency of the request as perceived by the client. The Priority header field describes the priority that the `SIP` request has to the receiving human or its agent.

Example:

Subject: A tornado is heading our way

Priority: emergency

### 2.1 Subfunctions

There are no subfunctions included in the Priority Call service.

### 2.2 Interaction with Other Services

The Priority Call feature interacts with the following services:

#### **Conference**

The “Priority Call” status of the conference originator is perpetuated in each resultant `INVITE` by the conference factory.

#### **Communication Diversion**

When a “Priority Call” is diverted, the diverted communication has the priority of the diverting user.



## **CCBS**

When a “Priority Call” is connected to a busy user and the Call Completion Busy Subscriber (CCBS) service is started, the “CC call” continues to be treated as a priority call.





## 3 Priority Call Configuration

The Priority Call service is controlled by the *MtasPriorityCall* Managed Object (MO). An overview of the Priority Call MO structure is shown in Figure 1.

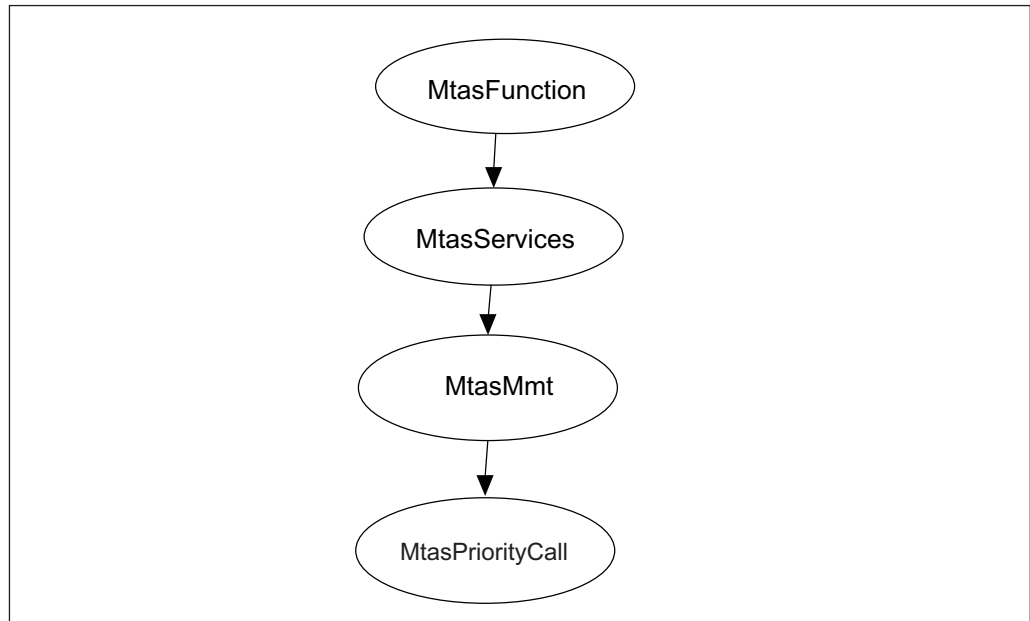


Figure 1 Priority Call MO Structure

For configurable MOs and attributes related to the Priority Call services, refer to *Managed Object Model (MOM)*.

### 3.1 Priority Call Administrative State Configuration

The Priority Call service is enabled by setting the `mtasPriorityCall AdminState` attribute in the *MtasPriorityCall* MO to 1 (Unlocked). If the `mtasPriorityCallAdminState` is set to 0 (Locked), no Priority Call service is provided by the MTAS.

### 3.2 Wholesale for Priority Call Configuration

The Priority Call service supports Wholesale. Priority Call is configurable on Virtual Telephony Provider level.

Wholesale for Priority Call is activated when the following attributes are set to 1 (Unlocked):

- The `vtasPriorityCallAdminState` attribute in the *VtasPriorityCall* MO



- The `mtasPriorityCallAdminState` attribute in the *MtasPriorityCall* MO

For more information about the wholesale service, refer to *MTAS Wholesale Support Management Guide*.

## 3.3 Service Data Configuration

This section describes how to configure the service data.

### 3.3.1 Operator Subscription Level Service Configuration

In the Priority Call configuration data for a subscriber, the operator indicates whether the subscriber is allowed to initiate Priority Call through the CAI3G protocol. For more information, refer to *MTAS CAI3G Interface*.

### 3.3.2 Subscriber Subscription Level Service Configuration

No service data for the Priority Call service is configured in the subscriber part of the subscriber data.



## 4 Performance Management

The Priority Call service has no measurements.





## 5 Fault Management

For alarms related to the Priority Call service, refer to *MTAS Alarm List*.