

Selective Call Appearance

Description

Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

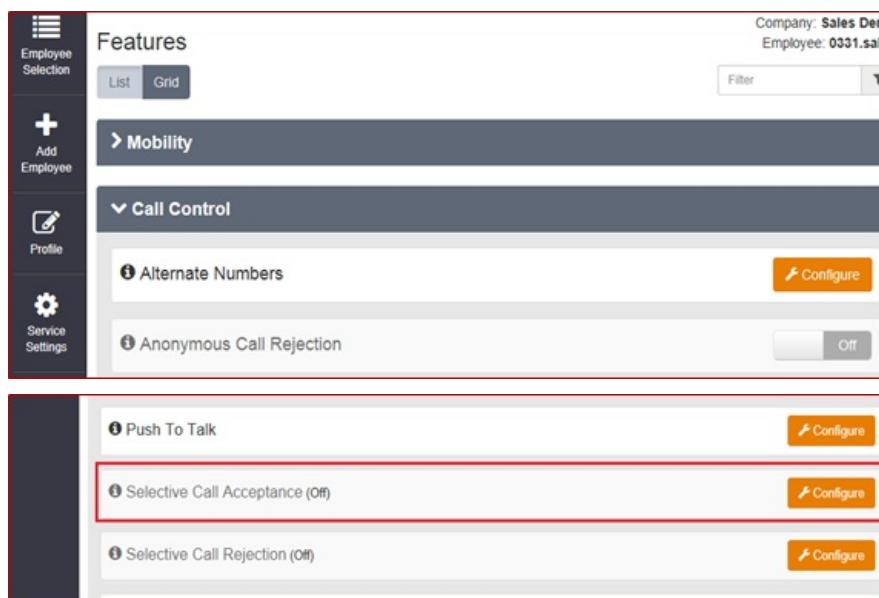
Function

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for you to receive the call.

Configuration/Operation

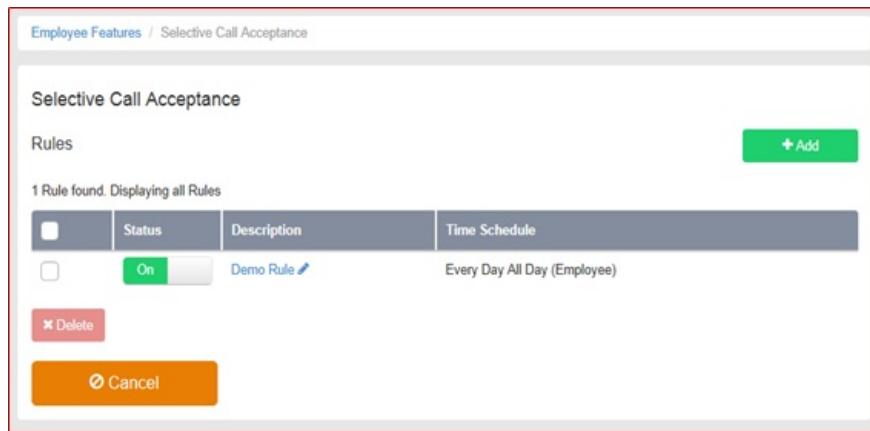
In The Business Port navigate to:

- Employees > Features > Call Control > Selective Call Acceptance



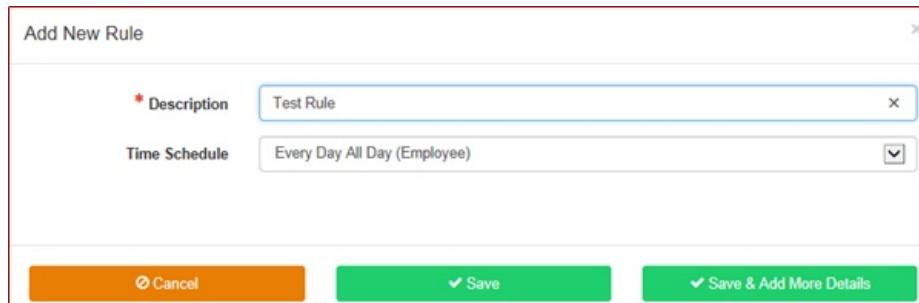
The screenshot shows the 'Features' section of the Business Port. On the left, there is a sidebar with icons for 'Employee Selection', 'Add Employee', 'Profile', and 'Service Settings'. The main area is titled 'Features' with 'List' and 'Grid' buttons. Under 'Call Control', there are sections for 'Alternate Numbers' and 'Anonymous Call Rejection'. Below these, there are three items: 'Push To Talk', 'Selective Call Acceptance (Off)', and 'Selective Call Rejection (Off)'. The 'Selective Call Acceptance (Off)' item is highlighted with a red box.

- Select 'Configure'



The screenshot shows the 'Selective Call Acceptance' configuration page. The title is 'Selective Call Acceptance'. Below it, there is a table with a single row. The table has columns for 'Status' (set to 'On') and 'Description' (set to 'Demo Rule'). The 'Time Schedule' column shows 'Every Day All Day (Employee)'. There are buttons for 'Delete' and 'Cancel' at the bottom.

- To Add a New Rule Click 'Add'
- To edit an existing Rule select the Rule under the 'Description' Heading.
- To Delete a rule select the right hand tick box and click 'Delete'
- To Delete all rules select the right hand tick box in the header bar and click 'Delete'
- Click 'Add'



The screenshot shows the 'Add New Rule' configuration page. It has fields for 'Description' (set to 'Test Rule') and 'Time Schedule' (set to 'Every Day All Day (Employee)'). At the bottom, there are buttons for 'Cancel', 'Save', and 'Save & Add More Details'.

- Add a description of the rule.
- Select a Time schedule from the dropdown menu.
 - Note:- Time schedules need to be pre-configured (Please refer to the Site Features Guide for more details)
- Click 'Save & Add More Details'

Edit Rule

Description

Time Schedule

Phone Numbers

Accept Calls From

- All Phone Numbers
- Only These Phone Numbers
- Private Numbers
- Unknown Numbers

Specific Numbers

Maximum Allowed

Add Phone Number

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567890

- To add a phone number type the number into the box and click the '+' button

Add Phone Number

- To delete a number select the right hand tick box and click delete
- To delete all numbers select the right hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 3:18 PM. This article has been viewed 3683 times.

Online URL: <https://kb.ic.uk/article/selective-call-appearance-341.html> (<https://kb.ic.uk/article/selective-call-appearance-341.html>)