

Selective Call Rejection

Description

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

Function

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection 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 to reject the call.

Configuration/Operation

In The Business Port navigate to:

Features

Employee Selection

Company: Sales Demo
Employee: 0331.sales

List Grid Filter

➤ Mobility

▼ Call Control

Alternate Numbers Configure

Anonymous Call Rejection Off

- Employees > Features > Call Control > Selective Call Rejection

Selective Call Acceptance (Off) Configure

Selective Call Rejection (Off) Configure

Time Schedule Configure

- Select 'Configure'

Employee Features / Selective Call Rejection

Selective Call Rejection

Rules

1 Rule found. Displaying all Rules

	Status	Description	Time Schedule
<input type="checkbox"/>	On	Demo Rule edit	Every Day All Day (Employee)

Delete Cancel

- 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'

Add New Rule

* Description: Test Rule
Time Schedule: Every Day All Day (Employee)

Cancel Save Save & Add More Details

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

* Description: Test Rule
Time Schedule: Every Day All Day (Employee)

Phone Numbers

Reject Calls From:

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

Phone Number
01234567890

Maximum Allowed: 12

Add Phone Number: 02345678901

* Delete

Cancel Save

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

Add Phone Number: 02345678901

+

- 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'

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Online URL: <https://kb.ic.uk/article/selective-call-rejection-343.html> (<https://kb.ic.uk/article/selective-call-rejection-343.html>)