

Selective Call Rejection

Description

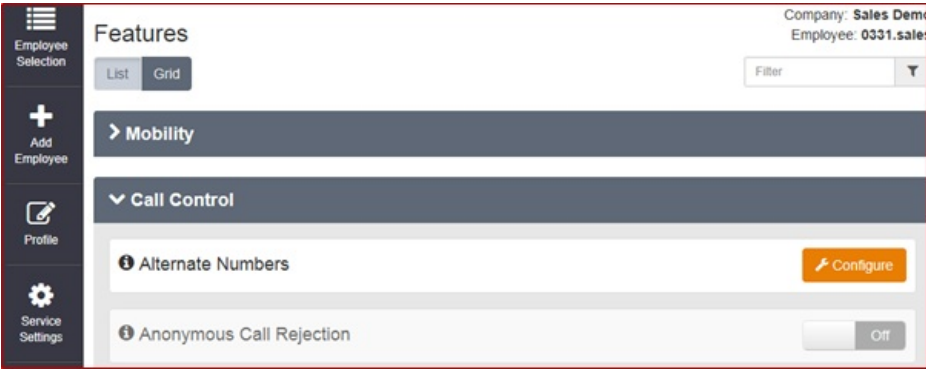
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Function

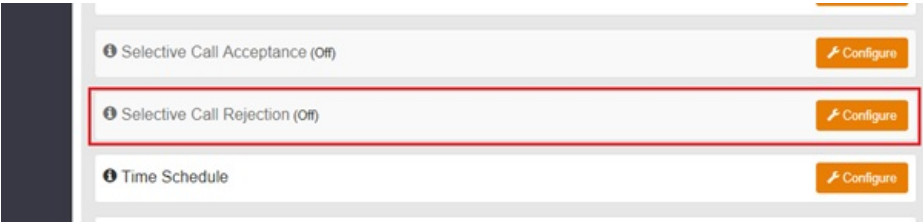
Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can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

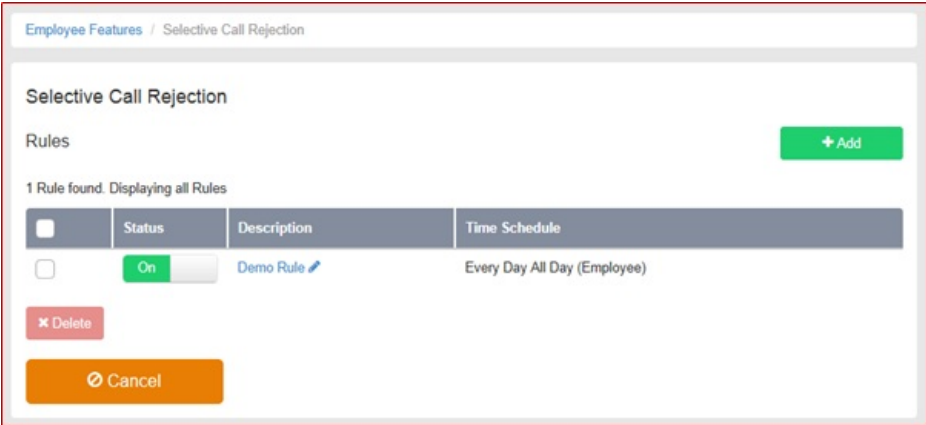
In The Business Port navigate to:



- Employees > Features > Call Control > Selective Call Rejection



- Select 'Configure'



- 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)

Buttons: 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'

Edit Rule

* 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

Specific Numbers

Maximum Allowed: 12

Add Phone Number: 02345678901

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

Buttons: Cancel, Save, Delete

- 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'

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 3:22 PM. This article has been viewed 2444 times.

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