Anonymous Call Rejection

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Anonymous Call Rejection

Description

This service enables a user to reject calls from anonymous parties who have explicitly restricted their identities. By activating the service, callers who have restricted their identities are informed that the user is not accepting calls from restricted callers. The user's phone does not ring and the user does not see or hear any indication of the attempted call.

This service does not apply to calls from within a group.

Function

Anonymous Call Rejection enables users to instruct WHC to reject incoming call attempts from callers not within the same group, who have blocked their identity (phone number) to the user, with a calling identity delivery blocking feature. When this feature is active, the user receives no alerting indication for external calls from callers with their identities blocked. Instead, the caller is connected to an announcement stating that the user does not accept calls with the caller's identity blocked.

Configuration/Operation

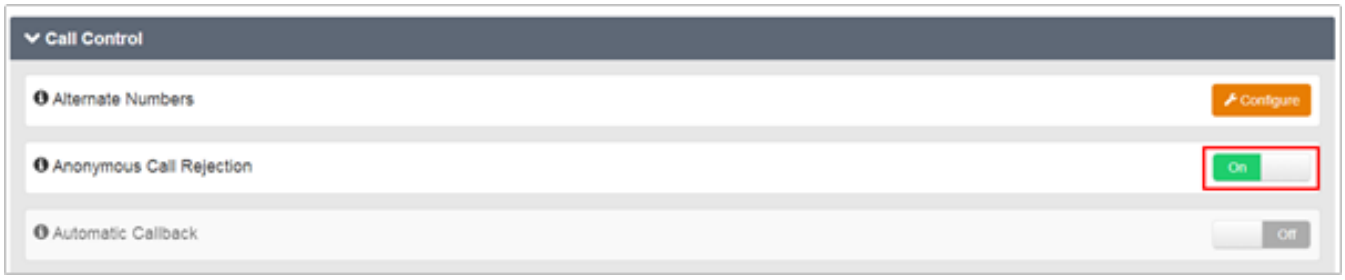
The User can configure this service through the Anonymous Call Rejection Feature on the User's Features page on the Business Portal or the Services tab on the Toolbar

In the Business Portal, navigate to:

- Employees (select employee) > Features



- Toggle the Anonymous Call Rejection switch to the ‘On’ position



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