Call Notify 306 Mark Simcoe Mon, Feb 15, 2021 <u>Feature guides</u>, <u>User Features</u> 620

Call Notify

Description

This service enables a User to define criteria and specify rules that cause certain incoming calls to trigger an email notification to a User-specified address.

Function

If an incoming call meets the criteria set by one or more of these rules, an e-mail that specifies details relating to the incoming call are sent to a specific address.

This feature only applies to incoming calls. The criteria include:

- Selected time schedule, for example, "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514*)

The criteria can be combined within base rules (for example, incoming call from this number AND within business hours AND during work week). An unlimited number of base rules can be defined, but each rule can apply to a maximum of 12 telephone numbers.

An email notification is sent when at least one of the base rules is met.

Configuration/Operation

The Call Notify criteria and base rules can be configured through the Business Portal by the User on their Features page.

Individual Time Schedules may need to be created by the User and this can be done in the Business Portal on their Features page, if the User has access to the Feature. Refer to the Time Schedule feature for instructions on how to configure the Time Schedule.

In the Business Portal:

In the Business Portal, navigate to:

- Employees (select Employee) > Features > Call Notify
- Enter the required email address in the 'Send to this Email' box

Employee Features / Call Notify					
Call Notify					
	* Send To This Email	someone@example.com			
Rules			+ Add		
Status		Description	Time Schedule		
No Rules Found					
ଡ ଜ	ancel		✔ Save		

- Click 'Save' and navigate back to the Call Notify feature.
- Click 'Add'

Employee Features / Call Hothy				
Call Notify				
* Send To This Email	someone@example.com			
Rules		+ Add		
Status	Description	Time Schedule		
No Rules Found				
Ø Cancel		✓ Save		

- Enter a name for the rule in the 'Description' box
- Select the required Time Schedule from those available in the dropdown box

Add New I	Rule				×
	* Description	Sample Ru	le		
	Time Schedule	Every Day	All Day (Employee)		•
	Ø Cancel		✓ Save	Save & Add More Detail	ls

• Click 'Save and Add More Details'

Edit Rule			×		
* Description	Sample Rule				
Time Schedule	Every Day All Day (Employee)		٣		
Phone Numbers					
Accept Calls From	All Phone Numbers Only These Phone Numbers Private Numbers				
Specific Numbers					
Maximum Allowed Add Phone Number	12 Telephone Number		•		
Phone Number					
No Numbers Have Been					
O Cancel			✓ Save		

- Select the radio button to configure Call Notify to forward notification from:-
 - All phone numbers
 - Only these phone numbers
- If you select the "Only these phone numbers" option as part of your Call Notify rule, only specific phone numbers will forward If the incoming call does not match any of the criteria, normal call handling applies.
- In addition to the Time Schedule you have already selected, the possible criteria include:
- Private Numbers
 - If you select this check box, the criteria includes phone numbers whose calling line ID is Any phone number with a PRIVATE calling line ID is forwarded.
- Unknown Numbers
 - If you select this check box, the criteria includes phone numbers whose

calling line ID is Any phone number with an UNAVAILABLE calling line ID is forwarded.

- Specific Numbers
 - You can enter up to 12 individual phone numbers or digit patterns (for example, 514*) for each Any phone number that you enter into the list is forwarded.
- To add a specific number and/or digit string to the rule enter it into the 'Add Phone Number' box and click '+'.

Edit Rule		×		
* Description	Sample Rule			
Time Schedule	Every Day All Day (Employee)	•		
Phone Numbers				
Accept Calls From	All Phone Numbers Only These Phone Numbers Private Numbers Unknown Numbers			
Specific Numbers				
Maximum Allowed Add Phone Number	12 Telephone Number	•		
Phone Number				
No Numbers Have Been Added Yet				
O Cancel		✓ Save		

- You can specify telephone numbers that match a specific pattern or that contain a specific digit string.
- Use the asterisk (*) and question mark (?) characters as wildcards.
- Use an asterisk (*) to replace digits at the end of any digit string. If you want to forward all calls that begin with the digit string 514, you can enter 514* in the Add Phone Number field.
- Use a question mark (?) to replace any single digit at any place in a phone number

digit string. If you want to forward calls from the phone number 5551111 in several area codes, you can enter???5551111 in the Add Phone Number field.

• The numbers and/or digit strings will be displayed in the Phone Number list.

Specific Numbers	
Maximum Allowed	12
Add Phone Number	Telephone Number +
	Phone Number
0	0123456789
\Box	0234567890
× Delete	

- Click Save to save and complete the
- To enable a Rule, toggle the switch next to the relevant Rule description to the 'On' position.

Call Notify					
	Send To This Email	Send To This Email someone@example.com			
Rules				+ Add	
1 Rule found. Displaying all Rules					
	Status Descript	on	Time Schedule		
	On Sample R	de /	Every Day All Day (Employee)		
X Delete					
@ Cancel			✓ Save		

• Click Save

Online URL: <u>https://kb2.ic.uk/article.php?id=306</u>