Calling Line ID Delivery-External Calling Line ID Delivery

318 Mark Simcoe Mon, Feb 15, 2021 Feature guides, User Features 2084

Calling Line ID Delivery-External Calling Line ID Delivery

Description

Allows the user to view the incoming Caller ID information for a call coming from outside the customer's organisation.

Function

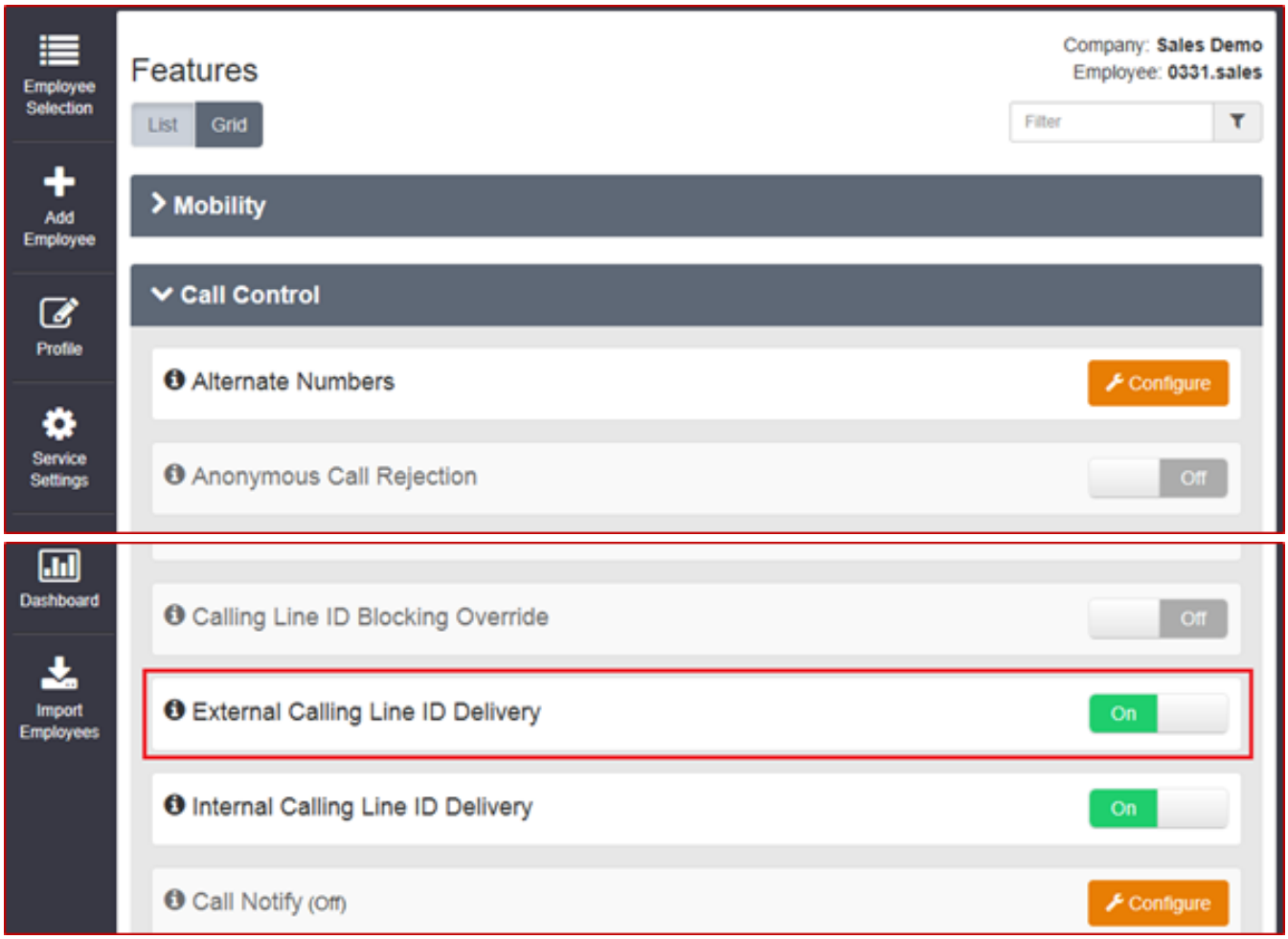
To control whether the user is presented with the Calling Line Information, Number and Name, where available, for incoming calls that have originated outside the customer's organisation.

For SIPT users this can be used for inbound calls delivered from the PSTN although the PBX could override it. The feature is dependent on the PBX being used and whether or not it can be configured to support the feature.

Configuration/Function

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll down to External Calling Line ID Delivery



- Move the Slider Switch to toggle the setting On or Off.

Online URL: https://kb2.ic.uk/article.php?id=318