

Calling Line ID Delivery-External Calling Line ID Delivery

318 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 683

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

The screenshot displays a web application interface for managing features. The top right corner shows the company name 'Sales Demo' and the employee ID '0331.sales'. The main heading is 'Features', with 'List' and 'Grid' view options and a search filter. The left sidebar contains navigation icons for 'Employee Selection', 'Add Employee', 'Profile', 'Service Settings', 'Dashboard', and 'Import Employees'. The 'Features' section is expanded to show 'Call Control' settings. The 'External Calling Line ID Delivery' setting is highlighted with a red box and is currently turned 'On'. Other settings include 'Alternate Numbers' (with a 'Configure' button), 'Anonymous Call Rejection' (turned 'Off'), 'Calling Line ID Blocking Override' (turned 'Off'), 'Internal Calling Line ID Delivery' (turned 'On'), and 'Call Notify (off)' (with a 'Configure' button).

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

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