

Calling Line ID Delivery-External Calling Line ID Delivery

318 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 749

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'. A sidebar on the left contains navigation options: 'Employee Selection', 'Add Employee', 'Profile', 'Service Settings', 'Dashboard', and 'Import Employees'. The main content area is titled 'Features' and includes a 'List' and 'Grid' view selector, a 'Filter' input field, and a dropdown menu. The 'Call Control' section is expanded, showing several settings: 'Alternate Numbers' (with a 'Configure' button), 'Anonymous Call Rejection' (with a slider switch set to 'Off'), 'Calling Line ID Blocking Override' (with a slider switch set to 'Off'), 'External Calling Line ID Delivery' (with a slider switch set to 'On' and highlighted by a red box), 'Internal Calling Line ID Delivery' (with a slider switch set to 'On'), and 'Call Notify (off)' (with a 'Configure' button).

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

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