

# Calling Line ID Delivery –Internal Calling Line ID Delivery

319 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1651

## Calling Line ID Delivery –Internal Calling Line ID Delivery

Allows the User to view the incoming Caller ID information for a call coming from inside 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 customers organisation.

For SIPT users, this can be used for inbound calls from other internal users who are not configured on the same SIP trunk although the PBX could override it. The feature is dependent on the PBX being used and whether it can be configured to support the feature. Note that the feature will not work for internal calls between PBX users that do not pass through the WHC platform.

### 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. On the left is a dark sidebar with navigation icons and labels: 'Employee Selection', 'Add Employee', 'Profile', 'Service Settings', 'Dashboard', and 'Import Employees'. The main content area is titled 'Features' and includes a 'Company: Sales Demo' and 'Employee: 0331.sales' header. Below the header are 'List' and 'Grid' view toggles and a 'Filter' input field. The features are organized into sections: 'Mobility' (expanded), 'Call Control' (collapsed), and 'Dashboard' (expanded). Under 'Call Control', there are settings for 'Alternate Numbers' (with a 'Configure' button), 'Anonymous Call Rejection' (with an 'Off' toggle), 'Calling Line ID Blocking Override' (with an 'Off' toggle), 'External Calling Line ID Delivery' (with an 'On' toggle), 'Internal Calling Line ID Delivery' (with an 'On' toggle, highlighted by a red box), and 'Call Notify (on)' (with a 'Configure' button).

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

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