Calling Line ID Delivery –Internal Calling Line ID Delivery

319 Mark Simcoe Mon, Feb 15, 2021 Feature guides, User Features 1872

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

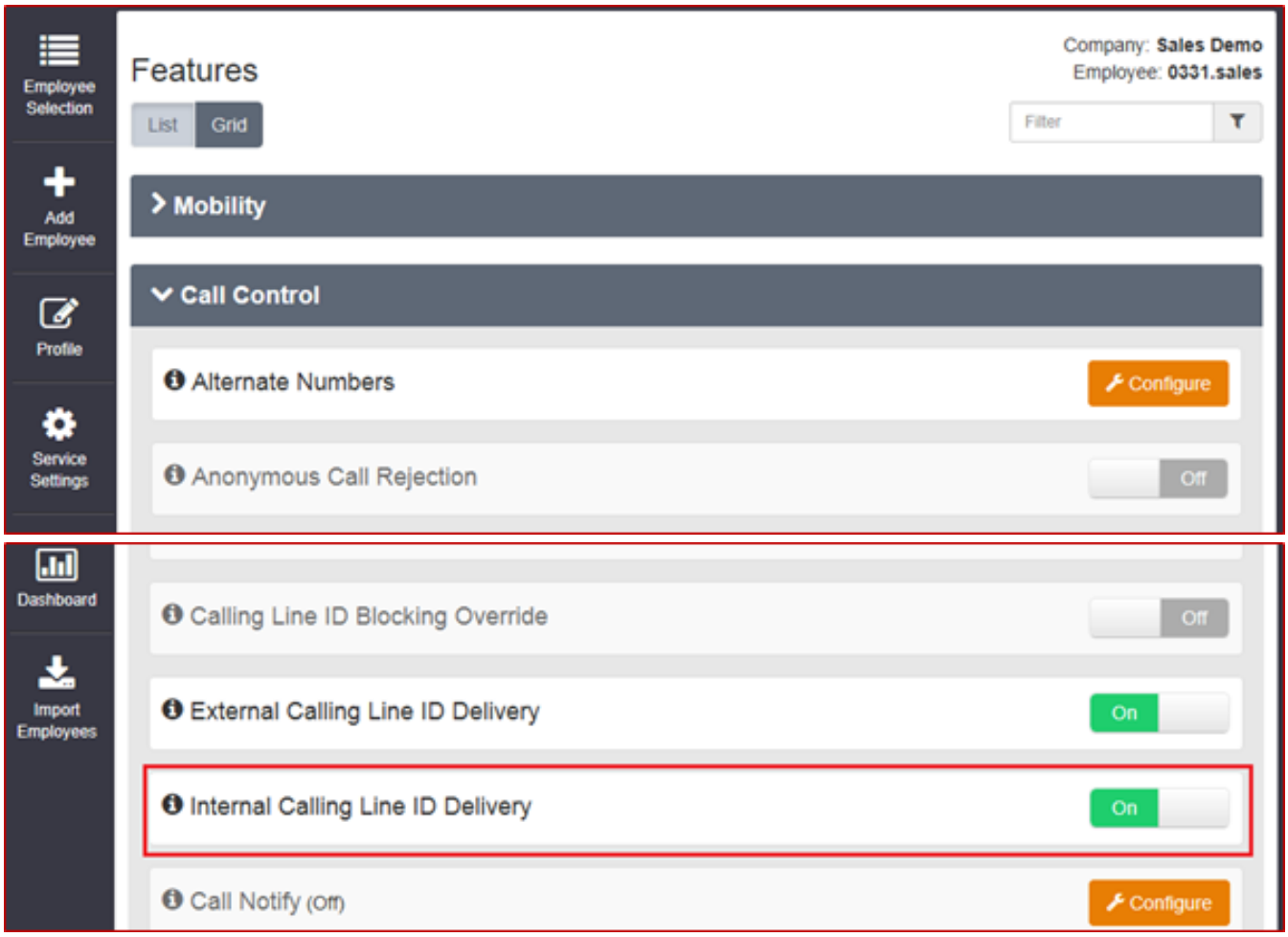
To control whether the user is presented with the Calling Line Information, Number and Name, where available, for incoming calls that have originated outside the customers organisation.

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



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

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