

Calling Line ID Delivery –Internal Calling Line ID Delivery

319 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1585

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. The top right corner shows the company name 'Sales Demo' and the employee ID '0331.sales'. Below this, there are tabs for 'List' and 'Grid', and a search filter box. The main content area is divided into sections: 'Mobility', 'Call Control', and 'Dashboard'. Under 'Call Control', there are settings for 'Alternate Numbers', 'Anonymous Call Rejection', 'Calling Line ID Blocking Override', 'External Calling Line ID Delivery', 'Internal Calling Line ID Delivery', and 'Call Notify (on)'. The 'Internal Calling Line ID Delivery' setting is highlighted with a red box and has a slider switch set to 'On'. The 'Call Notify (on)' setting has a 'Configure' button.

Company: Sales Demo
Employee: 0331.sales

Features

List Grid Filter

> Mobility

▼ Call Control

Alternate Numbers Configure

Anonymous Call Rejection Off

Calling Line ID Blocking Override Off

External Calling Line ID Delivery On

Internal Calling Line ID Delivery On

Call Notify (on) Configure

Employee Selection

Add Employee

Profile

Service Settings

Dashboard

Import Employees

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

Online URL: <https://kb2.ic.uk/article.php?id=319>