Selective Call Rejection

343 Mark Simcoe Mon, Feb 15, 2021 Feature guides, User Features 614

Selective Call Rejection

Description

Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Function

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true to reject the call.

Configuration/Operation

In The Business Port navigate to:



• Employees > Features > Call Control > Selective Call Rejection

Selective Call Acceptance (Off)	
Selective Call Rejection (Off)	
Time Schedule	

• Select 'Configure'

Employee Features / Selective Call Rejection					
Selective Call Rejection Rules Add					
Status	Description	Time Schedule			
	Demo Rule 🖉	Every Day All Day (Employee)			
× Delete					
O Cancel					

- To Add a New Rule Click 'Add'
- To edit an existing Rule select the Rule under the 'Description' Heading.
- To Delete a rule select the right hand tick box and click 'Delete'
- To Delete all rules select the right hand tick box in the header bar and click 'Delete'
- Click 'Add'

Add New Rule		×
* Description	Test Rule	×
Time Schedule	Every Day All Day (Employee)	
⊘ Cancel	✓ Save	✓ Save & Add More Details

- Add a description of the rule.
- Select a Time schedule from the dropdown menu.
 - Note:- Time schedules have to be pre-configured (Please refer to the Site Features Guide for more details)
- Click 'Save & Add More Details'

Edit Rule			×
* Description	Test Rule		
Time Schedule	Every Day All Day (Employee)		1
Phone Numbers			
Reject Calls From	 All Phone Numbers Only These Phone Numbers Private Numbers Unknown Numbers 		
Specific Numbers			
Maximum Allowed	12		
Add Phone Number	02345678901	× +	
	Phone Number		
	01234567890		
× Delete			
⊘ Cancel		✓ Save	

• To add a phone number type the number into the box and click the '+' button

Add Phone Number	02345678901	×	+	l

- To delete a number select the right hand tick box and click delete
- To delete all numbers select the right hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'

Online URL: <u>https://kb2.ic.uk/article.php?id=343</u>