

# Selective Call Rejection

343 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1273

## 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:



The screenshot shows the 'Features' page in the Business Port. The left sidebar has icons for 'Employee Selection', 'Add Employee', 'Profile', and 'Service Settings'. The main area has tabs 'List' and 'Grid'. A 'Filter' button is on the right. A 'Mobility' section is expanded. Under 'Call Control', 'Alternate Numbers' is listed with a 'Configure' button. 'Anonymous Call Rejection' is listed with a switch set to 'Off'.

- Employees > Features > Call Control > Selective Call Rejection

● Selective Call Acceptance (Off) Configure

● Selective Call Rejection (Off) Configure

● Time Schedule Configure

- Select 'Configure'

Employee Features / Selective Call Rejection

### Selective Call Rejection

Rules

+ Add

1 Rule found. Displaying all Rules

	Status	Description	Time Schedule
<input type="checkbox"/>	On	Demo Rule <span>edit</span>	Every Day All Day (Employee)

✗ Delete

✗ 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**

<b>* Description</b>	Test Rule
<b>Time Schedule</b>	Every Day All Day (Employee)

**Phone Numbers**

Reject Calls From

<input type="radio"/> All Phone Numbers
<input checked="" type="radio"/> Only These Phone Numbers
<input type="checkbox"/> Private Numbers
<input type="checkbox"/> Unknown Numbers

Specific Numbers

Maximum Allowed 12

Add Phone Number 02345678901 X +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567890

X Delete

Cancel Save

- To add a phone number type the number into the box and click the ‘+’ button

Add Phone Number	02345678901	<span style="border: 1px solid #00c; background-color: #00c; color: white; padding: 2px 5px;">+</span>
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- 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: <https://kb2.ic.uk/article.php?id=343>