

Selective Call Rejection

Overview

The Selective Call Rejection feature allows users to reject calls matching specific criteria. Criteria options include:

- Time and/or Holiday Schedule
- Specific numbers
- Specific area codes

Calls matching the criteria will receive a message informing them that the recipient is not accepting calls.

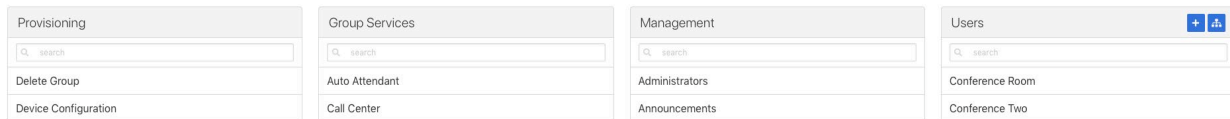
Feature Prerequisites

- Premium User Seat
- Prior to building a schedule based criteria you will need to create a schedule for the time frame during which calls will be rejected.

Feature Setup

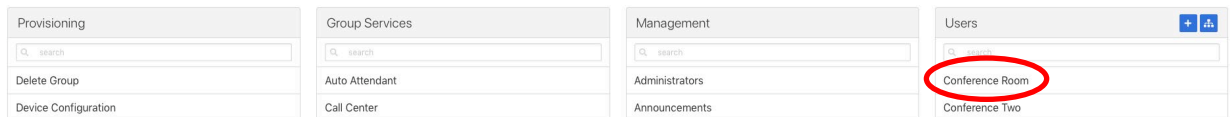
1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



2. Select the user or service on which you want to enable selective call rejection.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



3. Click **Service Settings** in the left column navigation.

4. Select **Selective Call Rejection** from the services list.

| Name | Description | Active |
|----------------------------|----------------------------|--------|
| Selective Call Rejection | Selective Call Rejection | × |
| Sequential Ring | Sequential Ring | × |
| Simultaneous Ring Personal | Simultaneous Ring Personal | × |
| Speed Dial 100 | Speed Dial 100 | — |
| Voice Messaging User | Voice Messaging User | ✓ |

5. Click the plus icon to create a new rejection criteria.

×
Selective Call Rejection
+

| Active | Description | Blacklisted | Time | Holiday |
|-----------------------------------|-------------|-------------|------|---------|
| No Selective Call Rejection Found | | | | |

6. Set your criteria settings.

Edit Criteria
×

Name

General Settings

Is Active

Blacklisted

Time Schedule

Every Day All Day ▼

Holiday Schedule

None ▼

Calls From

▼

From DN Criteria

Any Private Number

Any Unavailable

Specific Number

- *Name* – An identifying name for referencing the criteria later
- *Is Active* – Enables the criteria
- *Blacklisted* – If enabled, calls will NOT be rejected during the defined criteria.
- *Time Schedule* – The times during which you want calls to be rejected. You must create the desired schedule prior to completing this step unless you plan to use the **Every Day All Day** option.
- *Holiday Schedule* – If a schedule is selected in the *Holiday Schedule* field, calls will ONLY be rejected during the time that overlaps between the *Time Schedule* and *Holiday Schedule*.
- *Calls From* – This defines what calling phone numbers will be rejected. You can define specific numbers or define area codes using variables.
 - For example, to notify on all calls from the 812 area code, you could enter 812XXXXXXX as one of the numbers in this section.
 - Only 12 numbers / area codes can be defined per criteria so multiple matching criteria should be made if you need more than 12.

7. Click **Save** to apply changes.