

Nuisance Call Management for Horizon Call Groups

This is the ability to reject incoming calls from a user-defined list and/or anonymous numbers directly via the Hunt, Auto Attendant (AA) Call Queue (CQ) and Call Centre (CC) type Call Groups as part of the Advanced Settings option.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

The announcements are system-wide and cannot be customised on a per-Company or Call Group basis.

Nuisance Call Management will be available to a Company as part of the “Group Advanced Settings” subscription and, if not already assigned to the Call Group, can be assigned to the Company via the Gamma portal under Hosted>Horizon>Manage Company or New Company Order menus. Each Hunt, AA, CQ or CC will need a Group Advanced Settings subscription per instance if Nuisance Call Management (NCM) is required.

Subscriptions				Help
Service Pack	Currently Available	Currently In use	Quantity To Add	
Premium	201	7	<input type="text" value="0"/>	
GroupAdvancedSettings	6	7	<input type="text" value="0"/>	

You can also check if there are any spare VPPs to assign via the Administration>Subscription Centre menu on the Horizon GUI or if you encounter the below message then you can add more VPPs to the Company via the Gamma Portal as described previously.



- Dashboard
- Users
- Site Management
- Call Groups
- Device Management
- Administration
- Recorded Calls
- Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Test Hunt Group 2

- Account
- Options
- Select Users
- Assign Number
- Call Recording
- Voicemail
- Advanced Settings

Advanced Settings

You currently do not have any group advanced setting subscriptions available, please order more

WH?T

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Dashboard / Administration / Subscription Centre

Subscription Centre

Available User Subscriptions

Name	Used	Available	
Premium	9	4	More Info
Virtual Power Pack	3	12	More Info
Auto Attendant	0	7	More Info
Call Centre Agent	2	5	More Info
Call Centre Agent Client	1	6	More Info
Call Centre Group	1	6	More Info
Call Centre Supervisor Client	1	6	More Info
Call Queue Group User	1	6	More Info
Connect	2	3	More Info
Integrator	1	6	More Info

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To configure NCM select the Call Group type from the drop-down menu on the Horizon GUI and choose the specific category the Call Group number is configured as.

Call Groups	Device Management	Administration
Auto Attendant		
Call Pickup		
Call Parking		
Hunt Group		
Call Queue Group	Used	Available
Instant Conference Group		4
Page Group		12
Call Centre		7
Call Barge		5
		6
	1	6

To set up the NCM option for a Call Group find the group you wish to modify and click edit

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups						
<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department		✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

The NCM feature can be found under the Advanced Settings tab for all 4 Call Group types.

Account Options Select Users Assign Number Call Recording Voicemail **Advanced Settings**

Group Details

Name:

Department:

Username: @uat.branding.com

WH?T

If not already done, enable the Virtual Package by toggling the button to 'on' and the relevant options will appear for the Call Group. Click on the Nuisance Call Management 'Edit' button for the configuration panel.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account Options Select Users Assign Number Call Recording Voicemail **Advanced Settings**

Advanced Settings

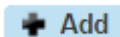
on Enable Virtual Package

WH?T

Advanced Features

Status	Name	Activate	Edit
●	Schedule	Activate	Edit
●	Call Forwarding	Activate	Edit
●	Call Forwarding When Busy	Activate	Edit
●	Nuisance Call Management		Edit

You can add specific numbers to the Blacklist of numbers by typing them freehand into the highlighted panel and clicking the



button, there is also the option to add numbers from the Company Directory via the



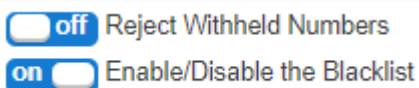
icon. To delete a number from the Blacklist click the



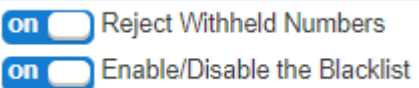
icon.

The screenshot shows the 'Nuisance Call Management' interface. On the left, there are two toggle switches: 'Reject Withheld Numbers' (set to 'off') and 'Enable/Disable the Blacklist' (set to 'off'). Below these is a text input field for 'Add Blacklist Number:' with a search icon to its right and an 'Add' button. On the right, a 'Blacklist Numbers:' section contains a list with one entry: '01234567890', which has a delete icon to its right. The 'WH?T' logo is in the bottom right corner of the panel, and a 'Save' button is located below the panel.

To enable or disable the NCM feature you now just need to toggle the appropriate button between on and off. The options are:



Will only reject those incoming calls where the caller's ID exactly matches a number in the Blacklist



Will reject those incoming calls where the caller's ID exactly matches a number in the Blacklist or the caller's ID is anonymous or withheld.

on Reject Withheld Numbers

off Enable/Disable the Blacklist

Will only reject those incoming calls where the caller's ID is anonymous or withheld.