

# 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         |                     |                  |                                | <a href="#">Help</a> |
|-----------------------|---------------------|------------------|--------------------------------|----------------------|
| 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.



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Direct Access  
Help | Change Password | Log Out

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Dashboard / Group Management / Hunt Group / Edit Hunt Group

## Edit Test Hunt Group 2

Account
Options
Select Users
Assign Number
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Advanced Settings

### Advanced Settings

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

WH?T

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## Subscription Centre

### Available User Subscriptions

| Name                          | Used | Available |                           |
|-------------------------------|------|-----------|---------------------------|
| Premium                       | 9    | 4         | <a href="#">More Info</a> |
| Virtual Power Pack            | 3    | 12        | <a href="#">More Info</a> |
| Auto Attendant                | 0    | 7         | <a href="#">More Info</a> |
| Call Centre Agent             | 2    | 5         | <a href="#">More Info</a> |
| Call Centre Agent Client      | 1    | 6         | <a href="#">More Info</a> |
| Call Centre Group             | 1    | 6         | <a href="#">More Info</a> |
| Call Centre Supervisor Client | 1    | 6         | <a href="#">More Info</a> |
| Call Queue Group User         | 1    | 6         | <a href="#">More Info</a> |
| Connect                       | 2    | 3         | <a href="#">More Info</a> |
| Integrator                    | 1    | 6         | <a href="#">More Info</a> |

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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

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Dashboard / Group Management / Hunt Group

### Hunt Group

Name: 
Site:

Number: 
Department:

Search

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

Delete Selected
Add

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

AccountOptionsSelect UsersAssign NumberCall RecordingVoicemailAdvanced Settings

Group Details

Name:

Hunt Group Test

Department:

first department

Username:

huntgrouptest

@uat.branding.com

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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.

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### Edit Hunt Group Test

AccountOptionsSelect UsersAssign NumberCall RecordingVoicemailAdvanced Settings

Advanced Settings

on

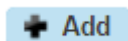
Enable Virtual Package

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Advanced Features

| Status | Name                      |          |      |
|--------|---------------------------|----------|------|
| ●      | 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



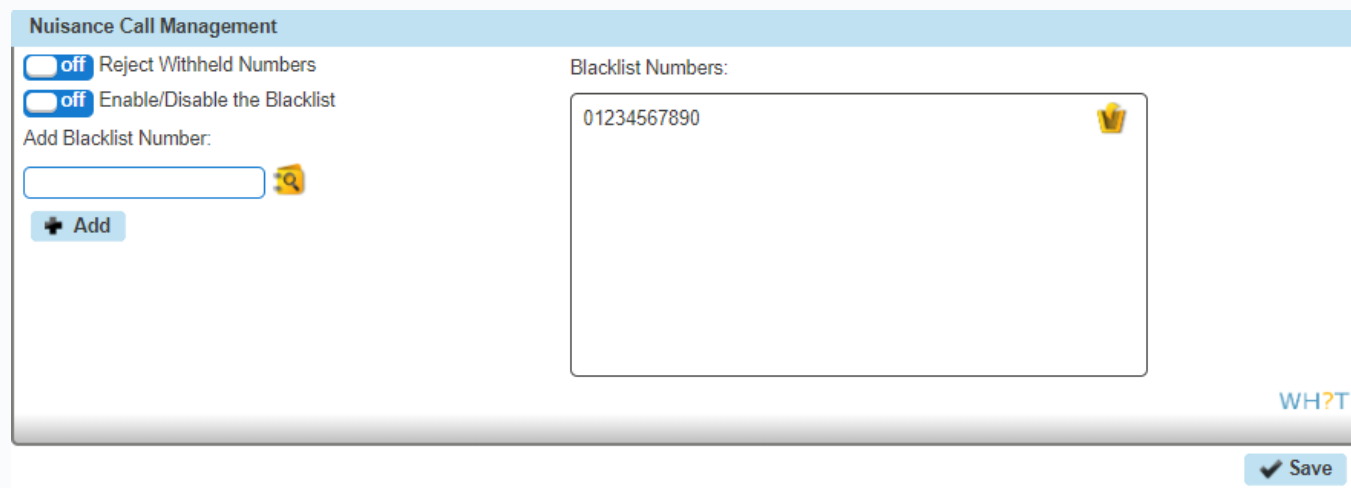
button, there is also the option to add numbers from the Company Directory via the



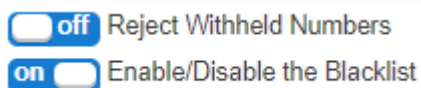
icon. To delete a number from the Blacklist click the



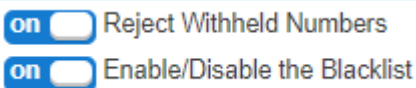
icon.

A screenshot of the "Nuisance Call Management" interface. It features a light blue header. 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 labeled "Add Blacklist Number:" with a yellow search icon to its right and a blue "Add" button. On the right, a box labeled "Blacklist Numbers:" contains the number "01234567890" and a yellow trash can icon. The WH?T logo is in the bottom right corner, and a blue "Save" button with a checkmark is at the bottom right.

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.