

Call Notify

Overview

The Call Notify feature allows users to be notified by email whenever they receive calls matching specific criteria. Criteria options include:

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

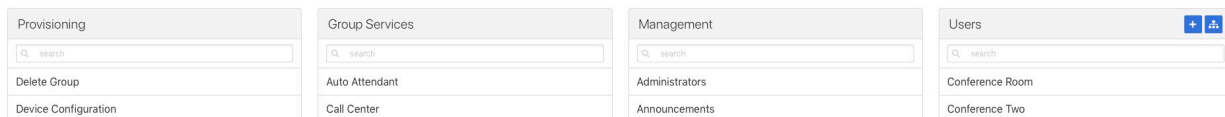
Feature Prerequisites

- Premium User Seat
- Prior to building a schedule based notification you will need to create a schedule for the time frame during which notifications will be triggered.

Feature Setup

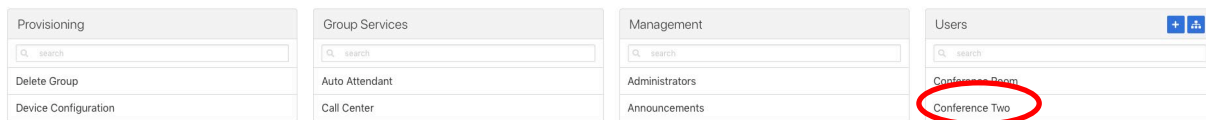
1. Go to the group admin dashboard.

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



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

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



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

4. Select **Call Notify** from the services list.

Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
Call Forwarding No Answer	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

5. Click the gear icon beside Call Notify.

×
Call Notify
⚙️

Notify Email Address jfooster@

6. Set the email where you want to receive notifications, and then press **Save**.

7. Click the plus icon to create a new criteria.

Criteria
+

Name	Calls From	Active
No Criteria found		

8. Set your criteria settings.

Edit Criteria ✕

Name

General Settings

Is Active

Blacklisted

Time Schedule

Holiday Schedule

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, notifications will NOT be triggered during the defined criteria.
- *Time Schedule* – The times during which you want notifications to be triggered. 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, notifications will ONLY trigger during the time that overlaps between the *Time Schedule* and *Holiday Schedule*.
- *Calls From* – This defines what calling phone numbers will trigger notifications. 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.

9. Click **Save** to apply changes.