

Selective Call Acceptance

Overview

The Selective Call Acceptance feature allows users to only receive calls matching specific criteria. Criteria options include:

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

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

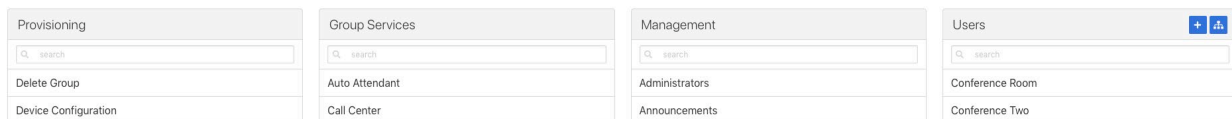
Feature Prerequisites

- 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 accepted.

Feature Setup

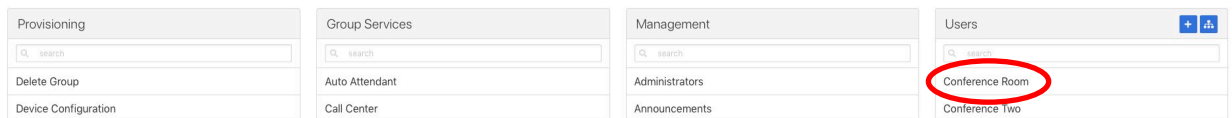
1. Go to the group admin dashboard.

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



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

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



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

- Select **Selective Call Acceptance** from the services list.


Configure Services

Filter Results

Name	Description	Active
Hoteling Host	Hoteling Host	✕
Integrated IMP	Integrated IMP	✓
Intercept User	Intercept User	✕
Internal Calling Line ID Delivery	Internal Calling Line ID Delivery	✓
Music On Hold User	Music On Hold User	✓
Priority Alert	Priority Alert	✕
Privacy	Privacy	---
Push to Talk	Push to Talk	---
Remote Office	Remote Office	✕
Selective Call Acceptance	Selective Call Acceptance	✕

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- Click the plus icon to create a new acceptance criteria.

Selective Call Acceptance 

Active	Description	Reject Call	Calls From	Time	Holiday
No Selective Call Acceptance 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 accepted during the defined criteria.
- *Time Schedule* – The times during which you want calls to be accepted. 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 accepted during the time that overlaps between the *Time Schedule* and *Holiday Schedule*.
- *Calls From* – This defines what calling phone numbers will be accepted. 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.