

Feature Description

Call Acceptance and Rejection provides the ability to receive and reject calls that meet specified conditions. Rejected calls hear an announcement that the customer cannot be reached at the moment. Call Acceptance and Rejection is available with the VoiceManager Anywhere package and IP Centrex service.

Solution

Call Acceptance and Rejection helps manage incoming calls by authorizing whether or not to answer them. Create time range rules to determine whether a call is accepted or rejected. Avoid harassing phone calls and block those that prevent focusing on business or customers with the Call Acceptance and Rejection feature.

Setup

Turn On Call Acceptance and Rejection

Selective Call Acceptance Rule

* Description:

When Receiving Calls From:

Action: Accept Call Do Not Accept Call ?

During Regular Schedule: [Add a Regular Schedule](#)

During Holiday Schedule: [Add a Holiday schedule](#)

Selective Call Rejection Rule

* Description:

When Receiving Calls From:

Action: Reject Call Do Not Reject Call ?

During Regular Schedule: [Add a Regular Schedule](#)

During Holiday Schedule: [Add a Holiday schedule](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Call Acceptance** section, click the **Call Acceptance and Rejection** link.
5. Click the **Add Selective Call Acceptance Rule** link.
6. Enter an explanation for the rule in the **Description** field.
7. Select the type of phone number to apply the rule to in the **When Receiving Calls From** drop-down menu.
8. Define how to treat the call by clicking the **Accept Call** or **Do Not Accept Call** radio button.
9. Select when to apply the rule by choosing an option in the **During Regular Schedule** and **During Holiday**

	<p>Schedule drop-down menus.</p> <p>10. Create separate Acceptance or Rejection rules if both a Regular and Holiday schedule is desired.</p> <p>See <i>Setting Up Schedules</i> for instructions on how to create and edit a schedule.</p> <p>11. Click the Save and Return button.</p> <p>Create a Selective Call Rejection rule by clicking the Add Selective Call Rejection link in step 5 and repeating steps 6-10.</p>
--	---