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Domain Wide Call Blocking

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Overview

The Domain-Wide Call Blocking feature (available on the Call History page in the Portal) introduces the ability to block numbers company-wide (domain-wide), as opposed to user or system-wide only. This prevents specific numbers from calling the entire organisation.

Warning

Rules

1. Office Manager scopes and higher can view, add, and remove blocked numbers for the entire domain. All users can view, add, or remove their own blocked numbers.
2. The "blocked number" feature only applies when a blocked number is routed through a user, call queue, or Auto Attendant. Navigate to the **Portal > Inventory > Phone Numbers > Select a Phone Number > Click the "Treatment" dropdown**. Confirm the phone number's treatment is one of the aforementioned options.
3. Adding more than 500 blocked numbers will still be enforced in call processing; however, the Portal will not properly populate the blocked number list. For full functionality, we suggest only blocking a maximum of 500 numbers.
4. This article focuses on domain-wide call blocking. At the user level, numbers are typically allowed or blocked via the user's Answering Rules page. Users also have the option to block numbers from the Call History page, as explained in this article (but from their user rather than from the domain).

The system will send a SIP 603 message upon rejecting a blocked number.

Accessing Blocked Numbers

With office manager permission, you can access the list of domain-wide blocked numbers by navigating to **Portal > Call History** and clicking '**blocked numbers**' button.



AttendantsFramesHold

Blocked Numbers

×

Calls will not be received from blocked numbers

Enter a phone number

+

Import

Done