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How to manage calls from blacklisted contacts

 The Article describes how to block calls from blacklisted contacts via Dialplan.

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- [Block calls via Dialplan](#)
 - [Step 1. Phonebook configuration](#)
 - [Step 2. Dialplan configuration](#)
- [Alternative Way. Block calls via tagging in Phonebooks and Dialplan](#)
 - [Step 1. Create a dedicated phonebook with blocked users](#)
 - [Step 2. Configure Dialplan](#)

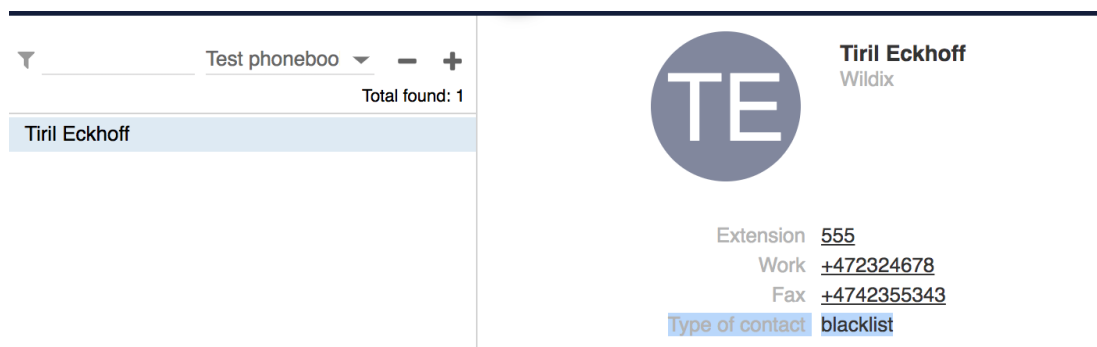
Block calls via Dialplan

Step 1. Phonebook configuration

You can add blacklisted contacts to your phonebooks in different modes: from Collaboration, from the imported backend (MySQL, sv, etc). Here it is described how to add a contact in Collaboration.

- Go to Collaboration -> *Phonebook*
- Select the desired phonebook and press + to add a new contact
- Set blacklist as a *Type of contact*

 Consult [Collaboration User Guide](#) for detailed information about how to create phonebooks and contacts.



The screenshot shows a contact entry in the Wildix Collaboration interface. On the left, a search bar contains 'Test phoneboo' and a dropdown menu shows 'Tiril Eckhoff' as the only result. On the right, the contact details for 'Tiril Eckhoff' are displayed, including a circular profile picture with the initials 'TE', the name 'Tiril Eckhoff', and the company 'Wildix'. Below the name, the contact's details are listed: Extension 555, Work +472324678, Fax +4742355343, and Type of contact blacklist.

Step 2. Dialplan configuration

- Create a separate Dialplan procedure for managing calls from blacklisted contacts

- Configure the behavior of managing these calls. For example, add Hangup application

- Go to Dialplan procedure used for managing incoming calls ("main" procedure)
- Add the applications to check if a call is from a blacklisted contact:
 - Jump to if call type is -> blacklist -> route calls to the previously created Dialplan procedure for blacklisted calls - if a call is from a blacklisted contact, it is dropped
 - Call group -> if it is a normal call, it is routed to a Call group

Alternative Way. Block calls via tagging in Phonebooks and Dialplan

Step 1. Create a dedicated phonebook with blocked users

To define a contact as blacklisted, add *[blocked]* tag to its name. Detailed information about how to create phonebooks and contacts can be found in [Collaboration User Guide](#).

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Note: If a contact is present in other phonebooks, you need to move it to the dedicated phonebook or replace/ rename it in another phonebook. Otherwise, *[blocked]* tag cannot be applied.

Step 2. Configure Dialplan

Modify Dialplan procedure used for managing incoming calls by adding [Dialplan applications](#):

- Verify caller -> *[blocked]* -> Blocked procedure - If caller name contains *[blocked]* tag, a call is routed to Dialplan procedure created for managing calls from blocked users ("Blocked" in the example)

- Dial the phone - if caller name does not contain *[blocked]* tag, a call is routed to this step

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