

## How to Setup the Caller Blocklist

1.	1. Log into the Contact Center Control Panel and navigate to "External Data"				
Â	Favorites				
<u>.1</u>	Azure AD SSO	✓ Add Edit			
3	Monitoring	上 My Profile	Executive Dashboard	Hetrics Dashboard	
β	😩 Agents	🖽 Queues	🜷 Voice Recordings	My Historical Reports	
	▲ Downloads	? Support	Documentation	IVR Studio	
\$	Ø Blocklist	External Data	Sules Based Routing	CID 🚺	
<u>+</u>	VRs	🔲 Skillsets	C Activities	Historical Reports	
т	🔱 Bulletins	Prompt Files	<b>C</b> Working Hours	Additional Caller IDs	
	Classifications	🛟 Audit Trail	🔅 Advanced Settings	O- Auth Extensions	

2. Click on the **icon** for editing the current external data table. It looks like a pencil in front of a sheet of paper.





3. You will now see the phone numbers in the database that are currently being blocked. Click on **"Show Table Schema"** to see the two types of data that are entered as the blocklist. You only need to be concerned with this when you download the excel template in the next few steps. You will be working with the two columns labelled RecordId and PhoneNumber.

Configure> Inbound Voice> External Data				
External Data Table Settings	View all External Data Tables	Export	Import	Clear Table
BlockedCallers				
Hide Table Schema				
Name	Туре			
RecordId	String			
PhoneNumber	String			

4. Click on **"Export"** to download the current excel spreadsheet of the blocked phone numbers in the Intermedia database. This is the only template you can use to upload the new blocked phone numbers or take any phone numbers off the blocked list.

Configure> Inbound Voice> External Data				
External Data Table Settings BlockedCallers	View all External Data Tables	Export	Import	Clear Table
Show Table Schema				
RecordId	PhoneNumber			



## 5. Click on **"Show all"**

11.11.10.2011.11.1		1187-103-882-83-1		
🗐 ExternalDataTableRcs	/ ^		Show all	×

6. Click on "Show in folder"

## Today ExternalDataTableRows (1).csv https://pop1-apps.mycontactcenter.net/admin/ConfigIvrDataTableSettings.aspx?id=... Show in folder

7. Open the excel spreadsheet labelled "ExternalDataTableRows."

View			
PC > Local Disk (C:) > Users > oneal > Downloads		ٽ ~	🔎 Search Downloads
Name	Date modified	Туре	Size
V Today (1)			
ExternalDataTableRows (1)	2/12/2021 11:24 AM	Microsoft Excel C	. 14 KB



8. Only using the two columns labelled RecordId and PhoneNumber, add in the telephone number plus a 1 in front of it in both columns and click "Save". Delete any entries of telephone numbers in both columns to remove phone numbers form being blocked.

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	A	В
1	RecordId	PhoneNumber
2	15555555555	15555555555
3	1555555555	1555555555
4	1555555555	15555555555
5	1555555555	15555555555
6	15555555555	15555555555
7	15555555555	15555555555
8	15555555555	15555555555
9	15555555555	1555555555
10	15555555555	15555555555
11	15555555555	1555555555
12	1555555555	1555555555
13	1555555555	1555555555
14	1555555555	1555555555
15	15555555555	1555555555
16	1555555555	1555555555
17		
18		
19		
20		



9. Go back to the Contact Center Control Panel in your browser and click "Import" then click "Choose File".

ta	
	View all External Data Tables Export Import Clear Table
	P Import
	<sup>1</sup> Please make sure the file being imported is in the appropriate format.
	1     File name     Choose File     No file chosen       1
	1 OK Cancel
	17079741469
	15087910034

10. Pick the **"ExternalTableDataRows"** excel spreadsheet.

Name	Status	Date modified
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🔹 ExternalDataTableRows	$\odot$	2/12/2021 11:28 AM



11. Click **"OK"** to start the upload. Please allow up to 15 minutes for the server to fully process the new request.

## Import

Please make sure the file being imported is in the appropriate format.

File name

Choose File No file chosen



12.. You will now see the numbers in the excel spreadsheet in the Table. You are only allowed up to 4 tables and this table is only for the blocked callers feature. You will be restricted to using this table for that feature.

Configure> Inbound Voice> External Da	ata			
External Data Table Settings BlockedCallers Show Table Schema	View all External Data Tables	Export	Import	Clear Table
RecordId	PhoneNumber			
1555555555 1222222222 1333333333	1555555555 1222222222 13333333333			