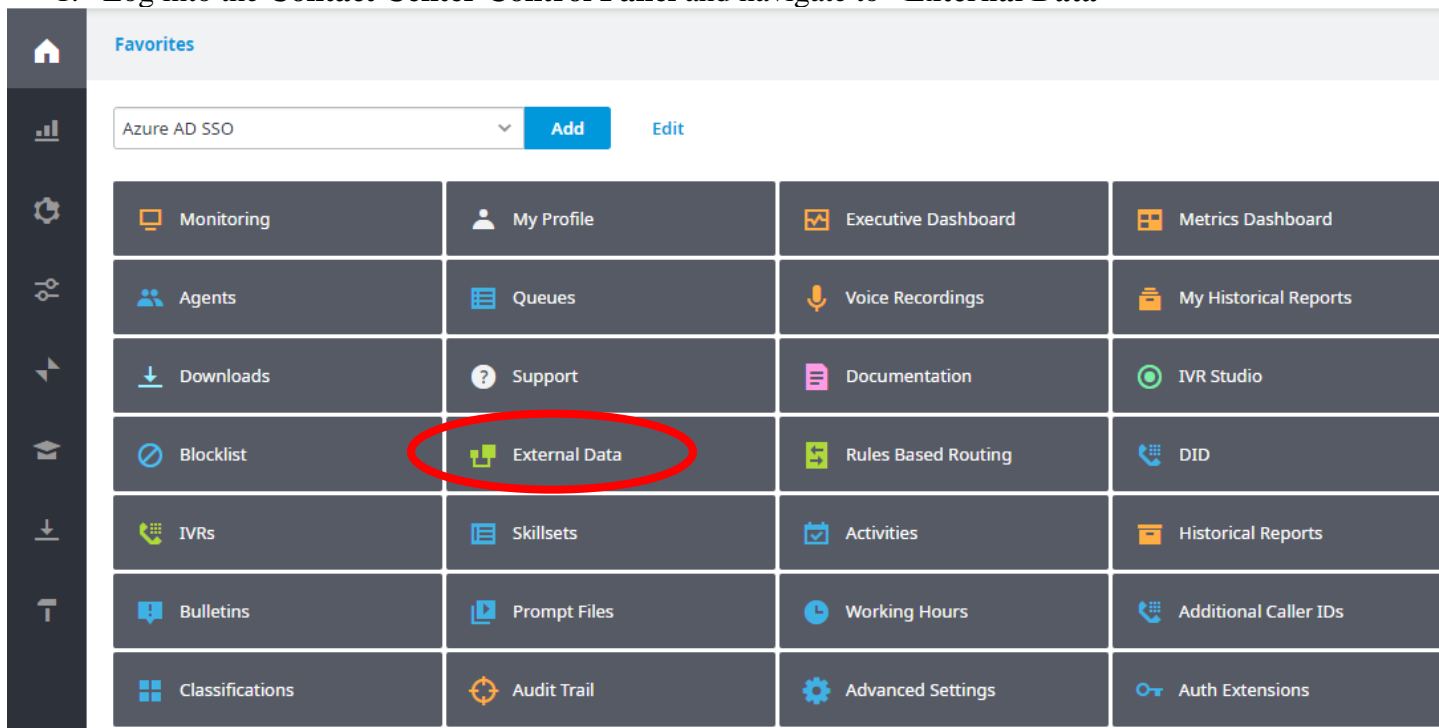
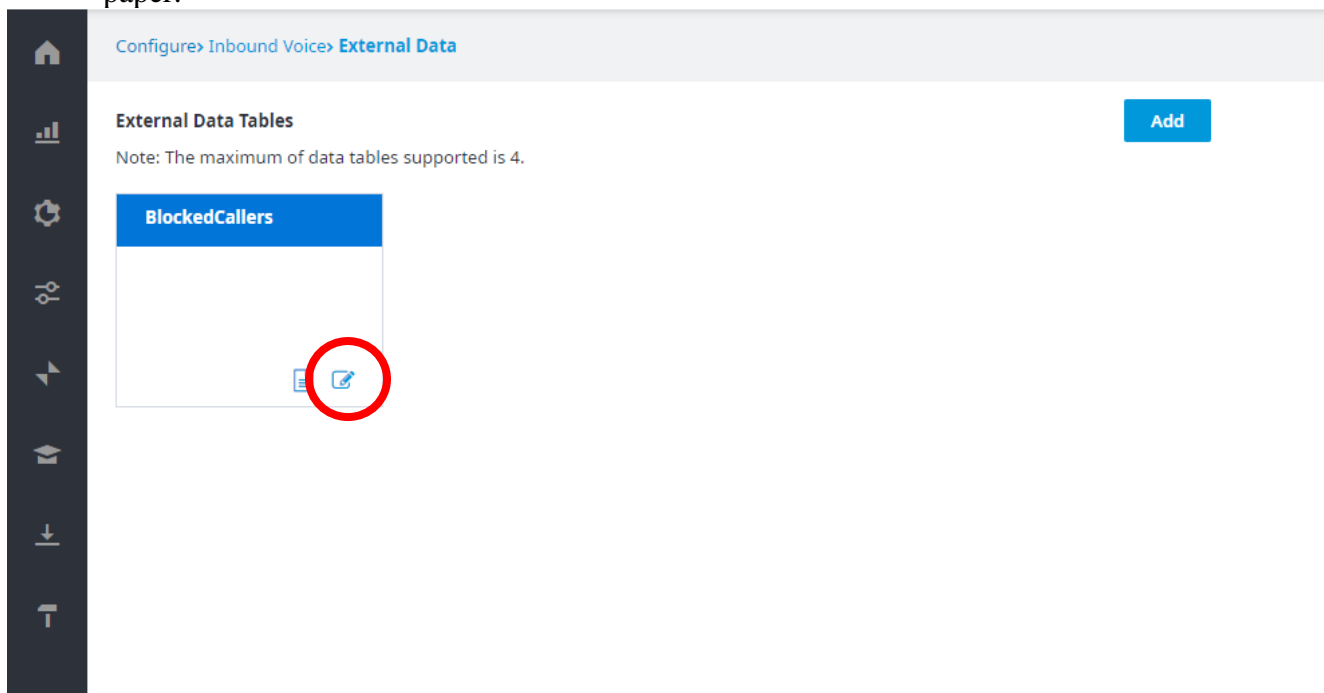


How to Setup the Caller Blocklist

1. Log into the **Contact Center Control Panel** and navigate to “**External Data**”



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



- 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 blacklist. 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 Voices > External Data

External Data Table Settings View all External Data Tables Export Import Clear Table

BlockedCallers

Hide **Table Schema**

Name	Type
RecordId	String
PhoneNumber	String

- 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 Voices > External Data

External Data Table Settings View all External Data Tables **Export** Import Clear Table

BlockedCallers

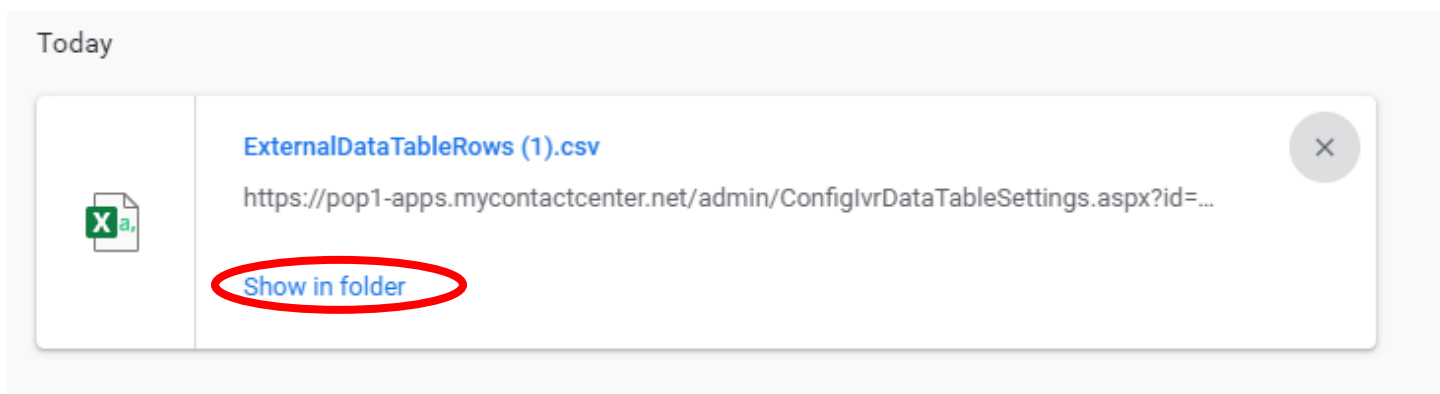
Show Table Schema

RecordId	PhoneNumber
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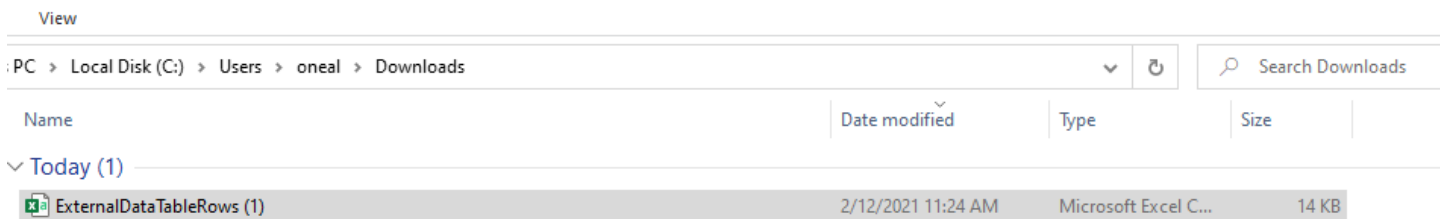
5. Click on **“Show all”**



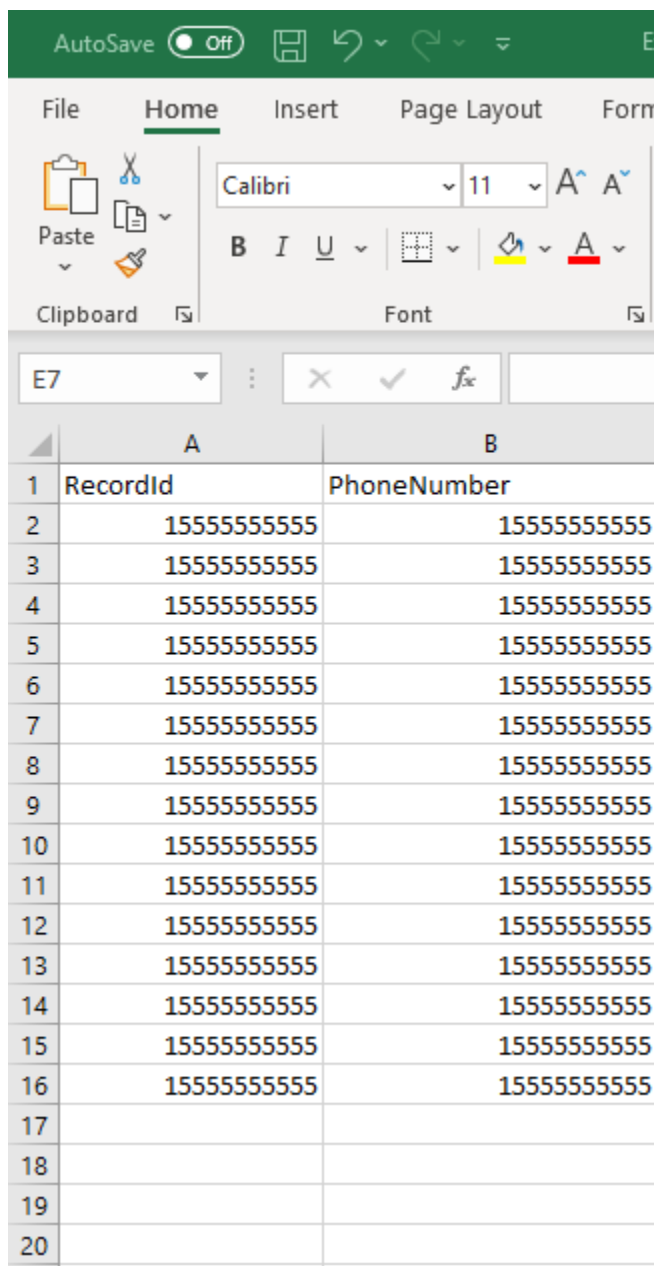
6. Click on **“Show in folder”**



7. Open the excel spreadsheet labelled **“ExternalDataTableRows.”**



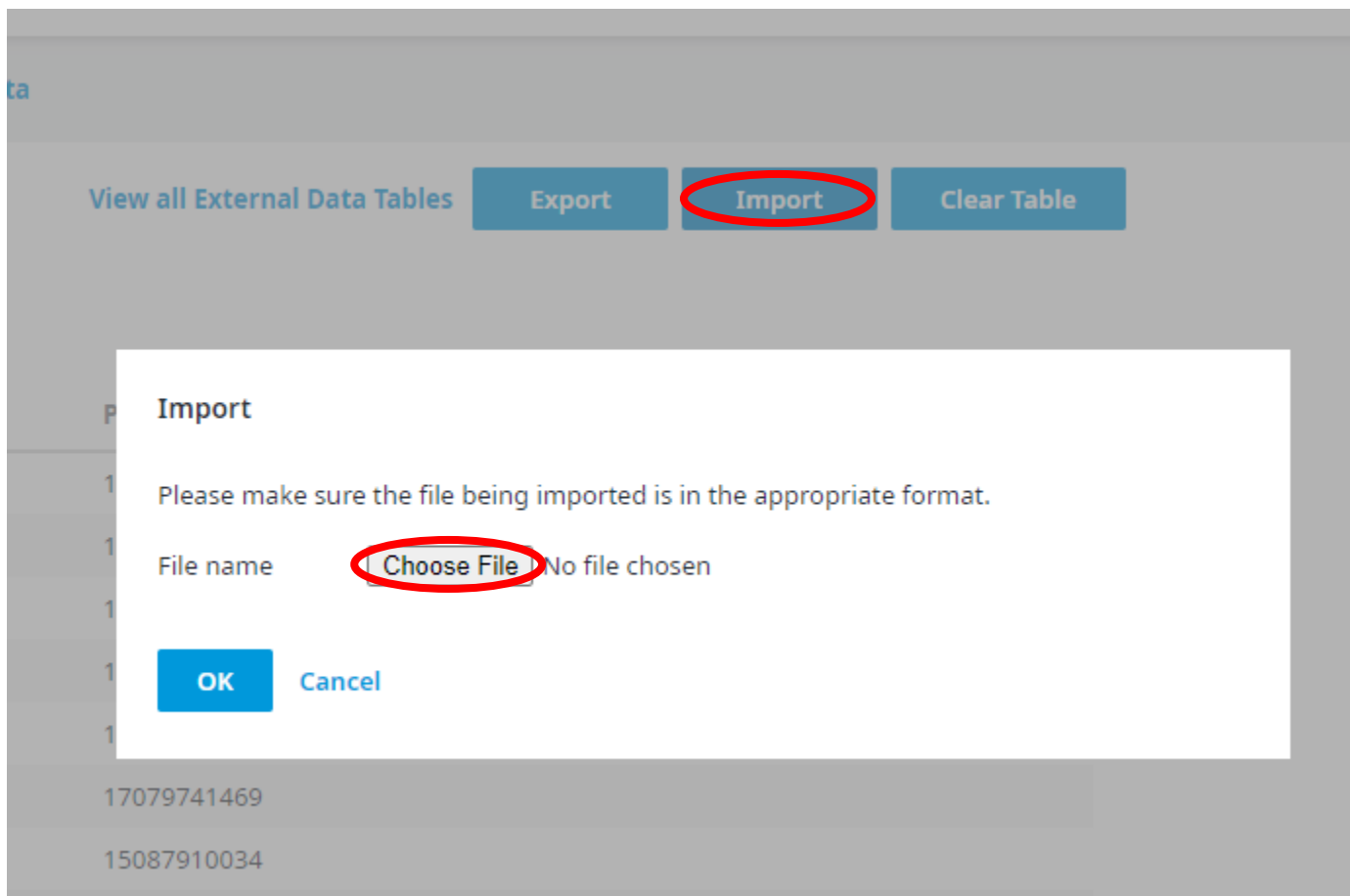
8. Only using the two columns labelled RecordId and PhoneNumber, add in the telephone number plus a 1 in front of it in both columns and click **“Save”**. Delete any entries of telephone numbers in both columns to remove phone numbers from being blocked.







The screenshot shows the Microsoft Excel interface. The ribbon is set to 'Home', and the 'Font' group is visible. The spreadsheet has two columns, A and B. Column A is labeled 'RecordId' and column B is labeled 'PhoneNumber'. Both columns contain the value '1555555555' for rows 2 through 16. The formula bar shows 'E7' and the formula entry mode is active.

	A	B
1	RecordId	PhoneNumber
2	1555555555	1555555555
3	1555555555	1555555555
4	1555555555	1555555555
5	1555555555	1555555555
6	1555555555	1555555555
7	1555555555	1555555555
8	1555555555	1555555555
9	1555555555	1555555555
10	1555555555	1555555555
11	1555555555	1555555555
12	1555555555	1555555555
13	1555555555	1555555555
14	1555555555	1555555555
15	1555555555	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”**.



10. Pick the **“ExternalTableDataRows”** excel spreadsheet.

Name	Status	Date modified
 How to Setup the Caller Blocklist		2/12/2021 11:35 AM
 ExternalDataTableRows		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 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 Data](#)

External Data Table Settings

[View all External Data Tables](#)

[Export](#)

[Import](#)

[Clear Table](#)

BlockedCallers

[Show Table Schema](#)

RecordId	PhoneNumber
15555555555	15555555555
12222222222	12222222222
13333333333	13333333333