Product Datasheet
Call Blocker

Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
Video Collaboration Endpoints
Corporate Speed Dials
ClickNDial
Switchboard/IVR/Group
Attendant Console
Tannounce
Line Group Manager
Silent Monitoring
Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup for CRM
Finesse Gadgets
Alerting
Voice Alert
IPS Pager
Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager
Recording
Call Recording
Recording Notification
Video Collaboration Endpoints
Applications Suite

1 Description

Block calls being made from your Cisco IP phone or Jabber to your external customers may be a requirement if the customers have opted out of your mailing list.

With our application if an agent calls a number from the barred list, then they will be presented with an audio greeting advising them that this call is blocked and not allowed.

You can either select the internal directory numbers of the phones you want to use this feature or roll it out to all IP phones or Jabber connected to your Cisco Unified Communication Manager.
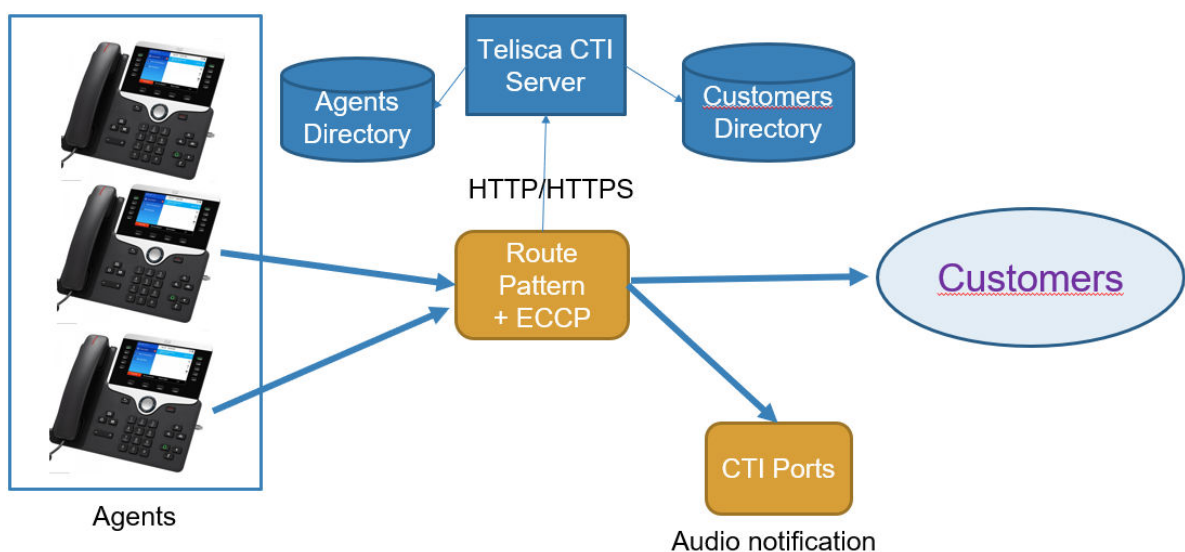
1.1 How it works

Using External Call Control Profile and a route pattern, you just associate the ECCP to the route pattern that will filter the outgoing calls.

The telisca server will load up a directory of the sales agent's directory numbers to monitor and also the external customers numbers who wished to not be called.

When a sales agent calls a number from the customers directory list, then the call is forwarded to our audio server which plays the audio notification that the call is blocked.

If the customers' number is not present on the customers directory, then the sales agent call is allowed.

1.2 Administration

Like all other telisca applications, all the Call Blocker parameters can be modified live from a centralized Web interface.

You can create an audio message by Text to Speech in different languages.

You can define the list of agents and customers from directories that can be loaded from Active Directory, LDAP, any database or any text or Excel file.

You are able to access daily reports of all agents' calls or just the blocked calls.

2 Requirements

2.1 Requirements

Supported Cisco CUCM and IP Phones:
- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000

Available on a private cloud company.telisca.cloud

On premise installation:

Windows servers supported:
- Windows Server 2012 or 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard

Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E