Personalized Call Handling options: Blocking incoming call numbers

1. Launch the shoretel communicator client, click in the ShoreTel icon and select "Options"



2. Select "Personalized Call Handling" and then click in "New Rule"

2	Options and P	references	×
My Phones Incoming Call Routin, Call Handling Mode Standard In a Meeting Out of Office Extended Absence Custom Personalized Call Hand Voice Mall Escalation Outlook Telephony Contact Center Southone Sounds Language Customization	Personalized Call Handling New Rule Rule Rule Rule Rule Rule Rule Rule	Modify Rule	Delete Rule
< <u> </u>	<u>[]</u>	OK Ca	ncel Apply

- 3. Select and check the box for "DNIS match"
- 4. Click in "DNIS Match" and enter the phone number to be blocked and hit "Next"

Choose Condition to handle inbound calls Phone number match Call Handling Mode Call Handling Mode Day of week Day of week Day of week Call the second secon	
Phone number match I am on the phone Call Handling Mode Time of day Day of week DNIS Match Condition Description(s) (click an underlined value to edit) Apply this rule when DNIS Match is: 42222915 Set dialed number string 2142722915	
I am on the phone Call Handling Mode Time of day Day of week Day of week Dhils Match Condition Description(s) (click an underlined value to edit) Apply this rule when Dhils Match is: +42222915 Set dialed number string 2142722915	
Call Handling Mode Time of day Day of week Day of week DUISS Match Condition Description(s) (click an underlined value to edit) Apply this rule whee DNIS Match is: 142722915 Set dialed number string 2142722915	
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Condition Description(s) (click an underlined value to edit) Apply this rule when DNIS Match k 942722915 Set dialed number string × 2142722915	
Apply this rule when DNIS Match is 42222915 Set dialed number string	
Apply this rule when the DNIS Match is 442722915 Set dialed number string	
Apply this rule when DNIS Match is: •42722915 Set dialed number string ×	
Apply this rule when DNIS Match 14 42722915 Set dialed number string ×	
DNIS Match 12 42722915 Set dialed number string ×	0
Set dialed number string ×	
Set dialed number string	
2142722915	
2142722915	
OK Cancel	
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	1
Cancel < Previous Next >	ľ

5. Then, select "Forward Call to Specific Number" and click on "Forward Call to Specific Number"



6. Enter the extension number "1100" and hit OK

Forward Call ×
Select number match type and enter number
Specific Number 👻
1100
OK Cancel

7. Then enter a name for this call routing rule and hit "finish".

Personalized Call Handling Setup	×
Enter Rule Name New Rule Rule Description(s) (click an underlined value to edit)	
Apply this rule when DNIS Match is 214 then Forward Call to Specific Number to 1100	< >
Cancel < Previous Finis	h