MARS Intellicall Call Policy Application for Cisco CUCM

OUTBOUND CALL HANDLING

❖ **PERMIT outbound calls as per « Do Call List » set by IT Admin for a user group**
Use case: For outbound Telesales where Agents are allowed to call only those who are permitted call takers

❖ **BLOCK outbound calls as per « Do Not Call List » set by IT Admin for a user group**
Use case: For outbound Tele marketing where Call Centers needs to adhere to DNC guidelines

❖ **BLOCK outbound calls as set by IT Admin**
Use cases
Block calls to barred countries for all in Organization
Block calls to friendship clubs for all in Organization

❖ **PLAY MEDIA FILE for outbound calls as set by IT Admin**
Use case: Block a call to a barred country/number and then play prerecorded message to user "*Sorry, a call to this country/number is not allowed in our organization*"

❖ **DIVERT outbound calls as set by IT Admin**
Use case: Divert to Head-security/admin's voice mail for request with reasons to dial a barred country/number

❖ **Send notification to selected users for outbound calls as set by IT Admin**
Use cases:
Notify Security Head when user dials 911
Notify HR Head when user dials placement Agency
Notify Sales Head when sales executive calls Competitor Company

INBOUND CALL HANDLING

❖ **BLOCK incoming calls as set by IT Admin**
Use cases: Block calls on all phones from Placement Agencies, telemarketers, known nuisance callers as identified and listed by HR/ Security/ Admin

❖ **BLOCK incoming calls as set by User**
Use case: Individual users can block calls from stalkers, harassers, telemarketers

❖ **DIVERT incoming calls as set by User**
Use cases:
Sales person, stuck in traffic, can divert calls for his desk phone to his mobile remotely.
Before leaving desk, User can divert important calls to his mobile for Customers/boss/Family
Commercial Department can divert disputed vendor calls to a voice mail box or the legal advisor's desk
Play busy tone to selected repeat and nuisance caller

❖ **Send notification to select users for incoming calls as set by IT Admin**
Use cases:
Notify Head-security if call is from barred countries/organization
Notify Sales head if known competitor calls his sales team members

❖ **Send Notification to user for incoming calls as set by User**
Use case: Notify user for missed calls from select numbers (Customer/boss/Friend/Wife) when user is not in office/seat.