

Block specific inbound numbers in Architect

Block specific inbound #s in Architect

Purpose:

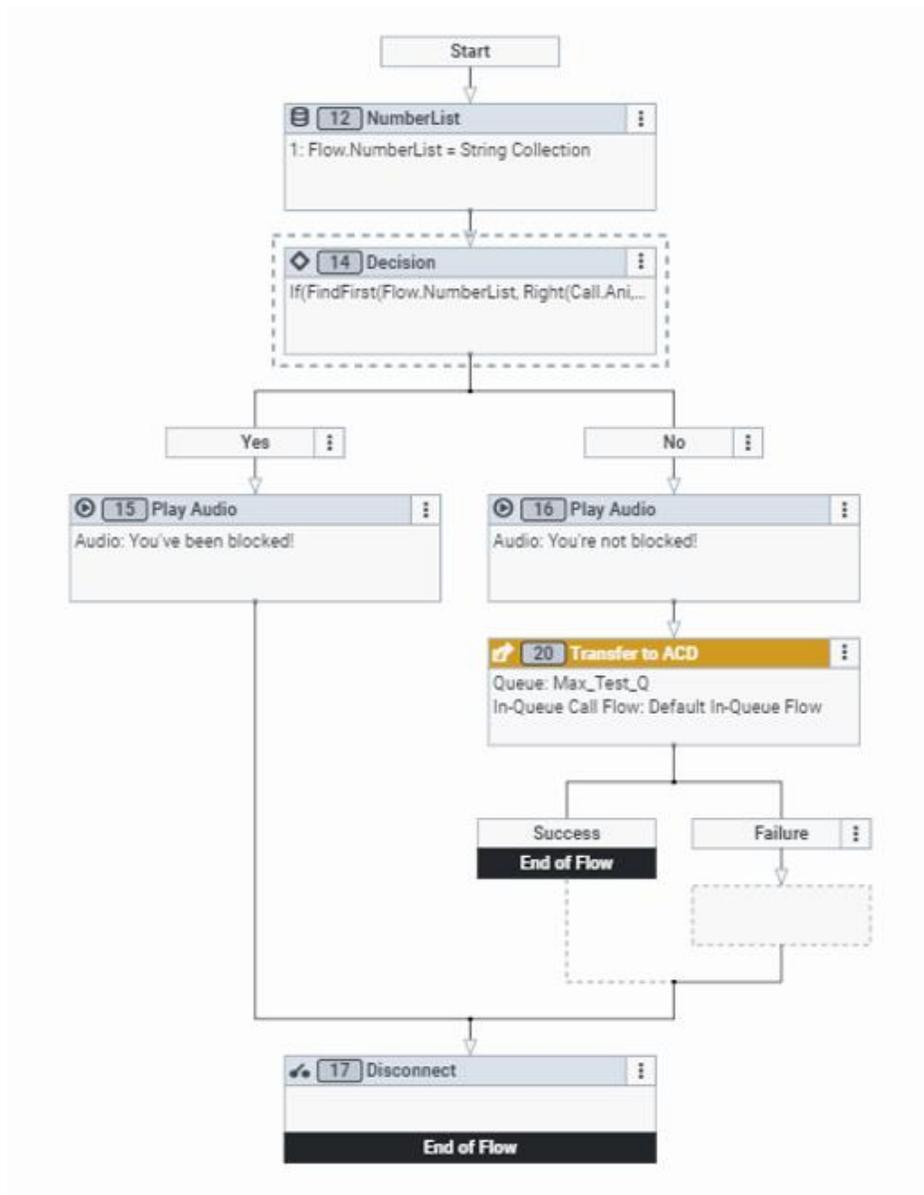
There are often situations where customers want to block incoming calls from a specific number or numbers. This page provides a quick overview of how to build a call flow in Architect that will disconnect a call from any numbers listed in the 'Number List' while allow all other calls to pass through. **NOTE** This process will NOT work to block outgoing calls to these same numbers.

Can these steps be provided to customers?

Yes, this information can be shared with customers. As of the writing of this page we are in the process of updating the Resource Center to contain an article that outlines this, but for now feel free to share this information with customers who request it.

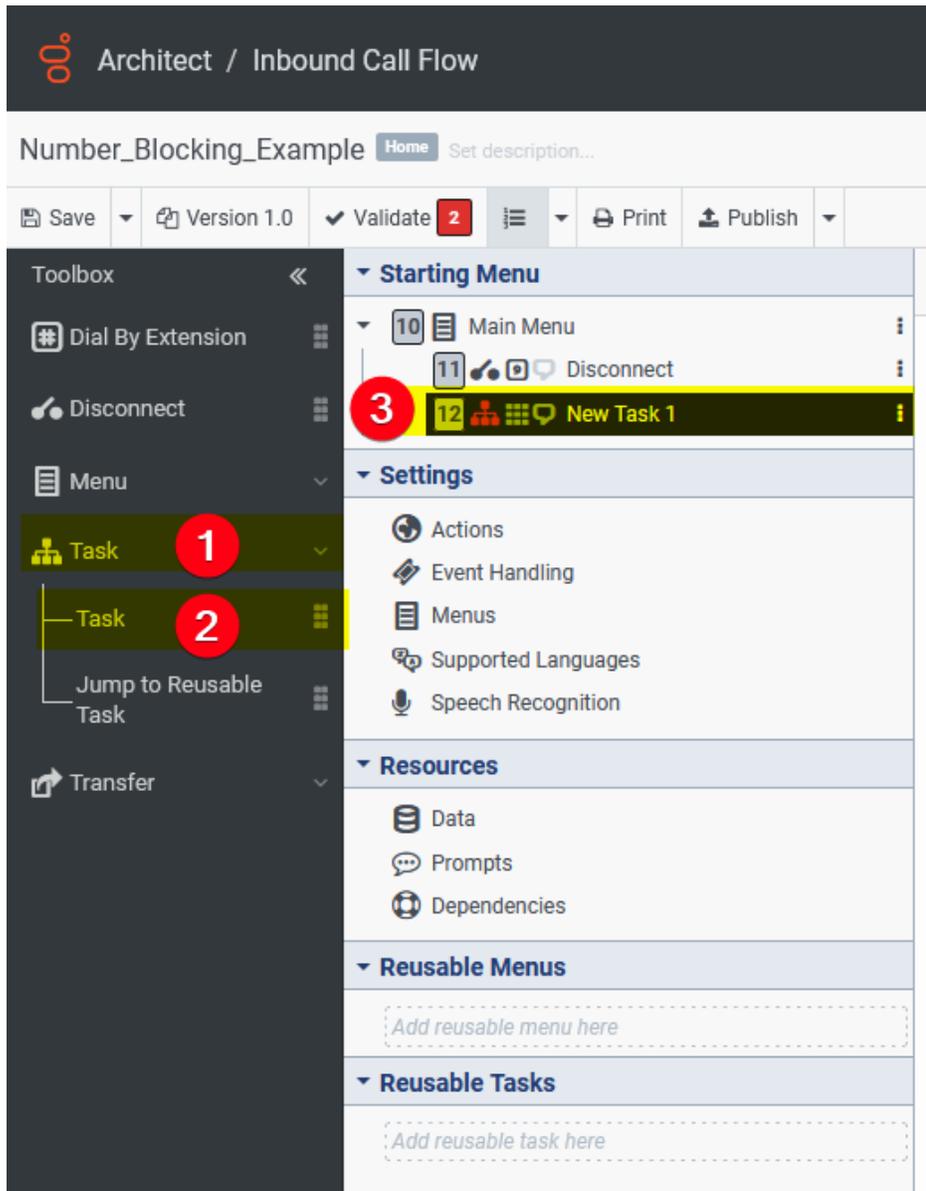
How to build the # blocking flow

Example: Before we look at building the flow, here is a sample version of what we'll be building. **NOTE** The 'Play Audio' steps are optional.



1. Create a new inbound call flow, or open an existing flow to be edited. **NOTE** These steps will need to be followed for each call-flow that requires number blocking.

2. Add a 'Task' to your flow by dragging the 'Task' item from the toolbox to the 'Starting Menu'.



3. Give the task a name, and assign a DTMF option to it. **NOTE** The name and DTMF digit select do no matter for our example, but may matter if adding this to an existing

customer flow.

12 Task

Name: Check for blocked number

DTMF: **1** Speech Recognition

Enter speech recognition terms

DTMF goes to this menu choice from any menu

Click to open

4. Set the 'Default Menu Choice' to the name of the task created in the previous step.

Number_Blocking_Example Home Get description...

Save Version 1.0 Validate Print Publish

10 Starting Menu

Name: Main Menu

Initial Greeting: Hello, this is the initial greeting.

Menu Prompt: You are at the Main Menu, press 9 to disconnect

Default Menu Choice: Check for blocked number

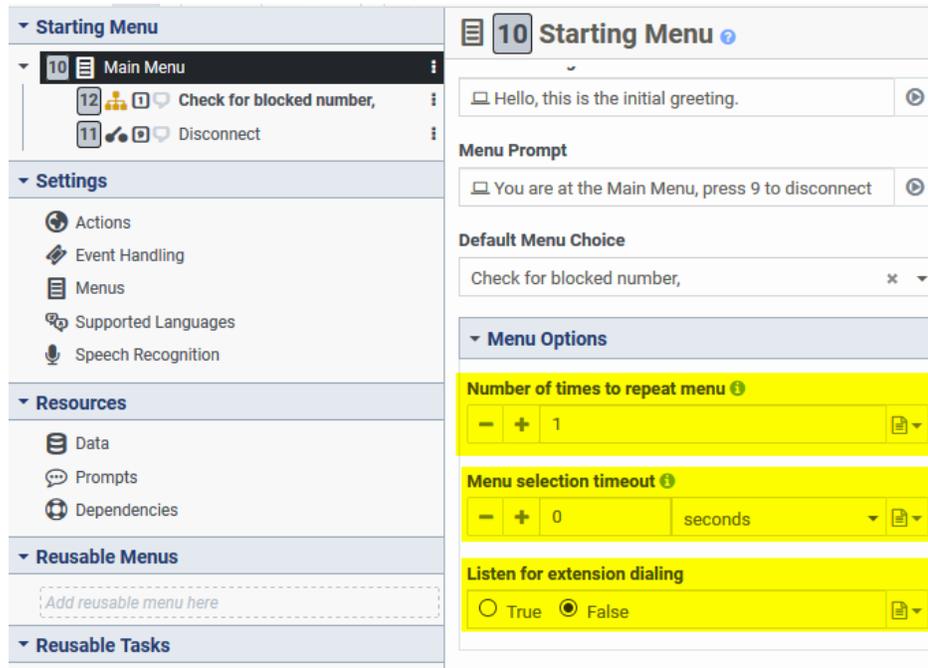
Number of times to repeat menu: 3

Menu selection timeout: 10 seconds

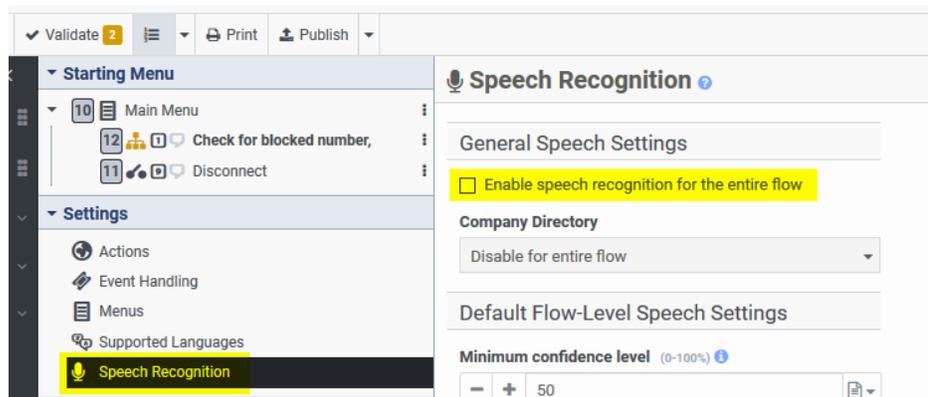
Listen for extension dialing:

5. Set the 'Number of times to repeat menu' to '1', the 'Menu selection timeout' to '0', and set 'Listen for extension dialing' to 'False'. These settings will make sure that the

default path is taken right away.



6. Disable Speech Recognition by un-checking the 'Enable speech recognition for this entire flow'.



7. You may also wish to modify the 'Initial Greeting' and 'Menu Prompts' depending on if this is for a customer or just a test.
8. Open the task created and drag an 'Update Data' task from the toolbox to the task. Name it 'NumberList'



9. Select the drop-down for 'Add update statement' and click the checkbox for 'Create Collection'. Then select 'String Collection'

The screenshot shows a dialog box titled "14 Update Data" with a trash icon in the top right corner. Below the title bar, there is a "Name" field containing the text "NumberList". Below the name field is a yellow button labeled "Add update statement" with a red circle containing the number "1" next to it. A dropdown menu is open below this button, showing a list of collection types. The first item in the list is "Create Collection" with a checked checkbox and a red circle containing the number "2" next to it. Below this are various collection types: "ACD Skill Collection", "AgentScorePair Collection", "Boolean Collection", "Currency Collection", "DateTime Collection", "Decimal Collection", "Duration Collection", "Group Collection", "Integer Collection", "Language Skill Collection", "PhoneNumber Collection", "Prompt Collection", "Queue Collection", "String Collection" (highlighted in yellow with a red circle containing the number "3" next to it), "User Collection", and "WrapupCode Collection".

10. Enter 'Flow.NumberList' as 'Variable Name 1' then hit the enter key.

14 Update Data

Name
NumberList

Add update statement ▾

1 Update Statement

Variable Name 1
Flow.NumberList

Value To Assign 1
0 items in String Collection

11. Click the text in 'Value To Assign 1', then select 'Add Item'

Josh May

Search flow

14 Update Data

Name
NumberList

Add update statement ▾

1 Update Statement

Variable Name 1
Flow.NumberList

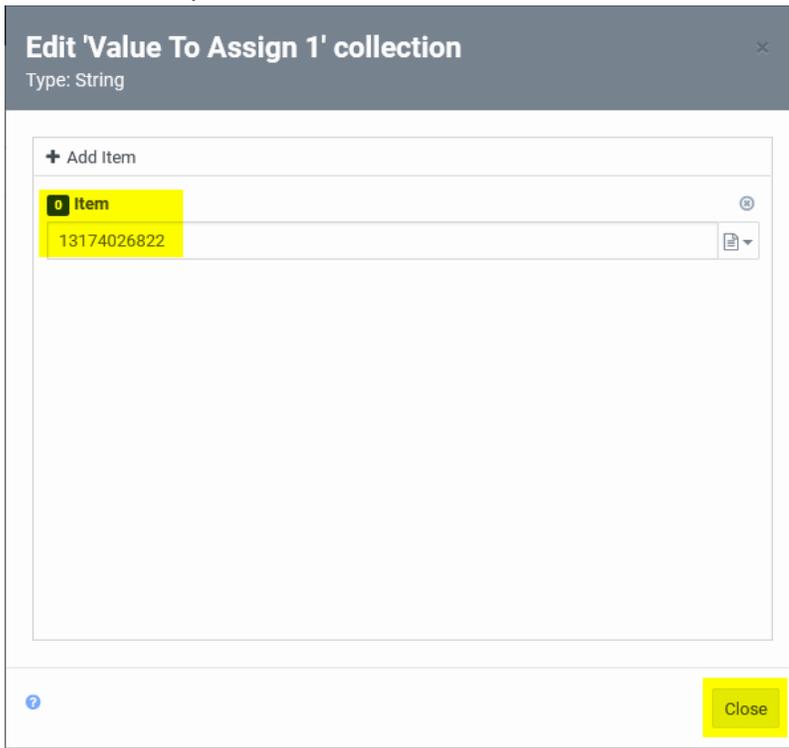
Value To Assign 1
0 items in String Collection

Edit 'Value To Assign 1' collection
Type: String

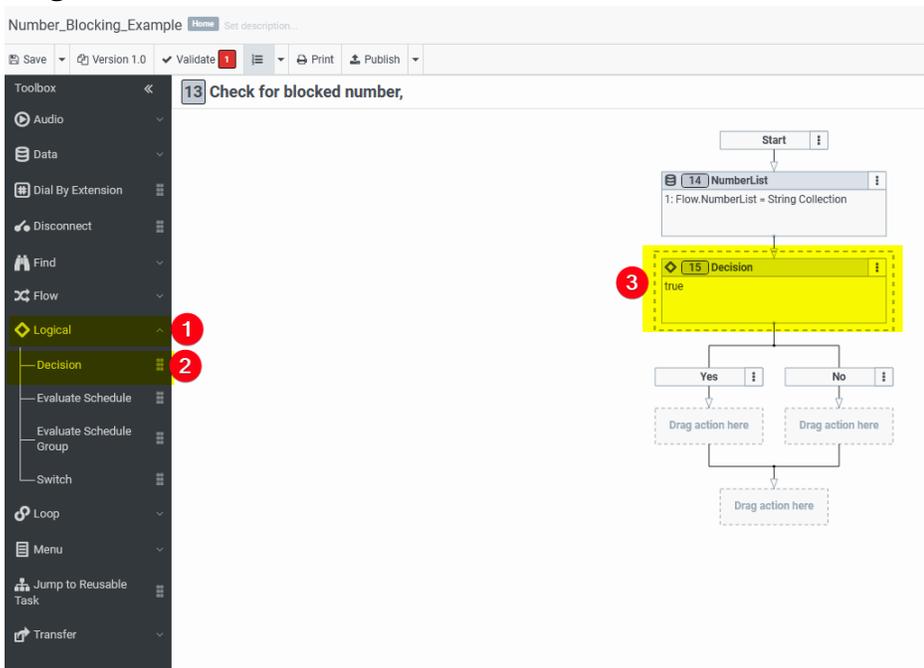
+ Add Item 2

Close

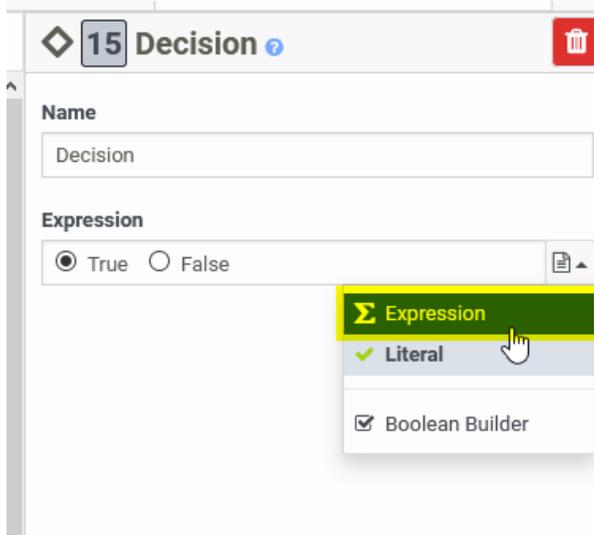
12. Enter the first number you wish to block. Then select close. **NOTE** Only one number can be added per 'item'. Use the 'add item' button to add more blocked numbers.



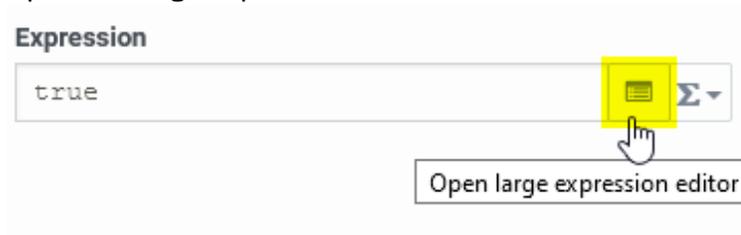
13. Drag a 'Decision' item from the toolbox to the task.



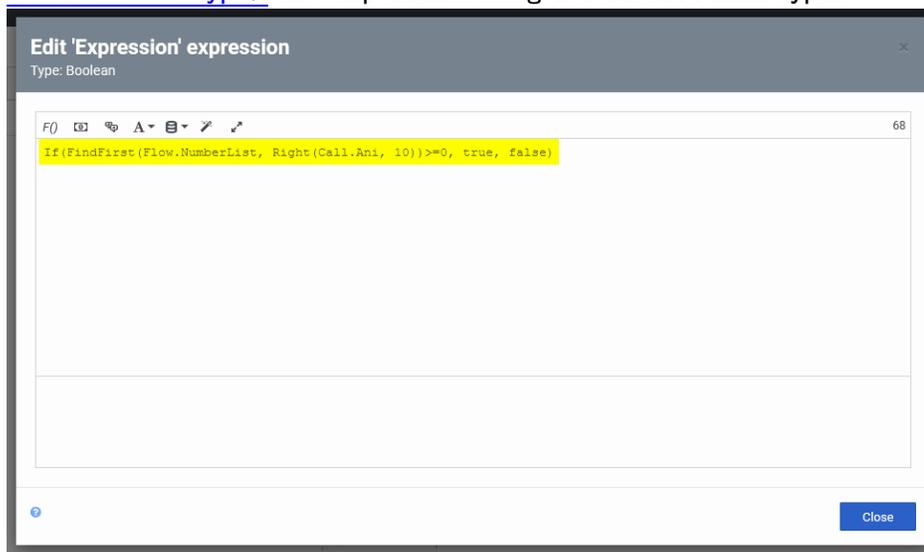
14. Change the 'Expression' of the 'Decision' from 'Literal' to 'Expression'



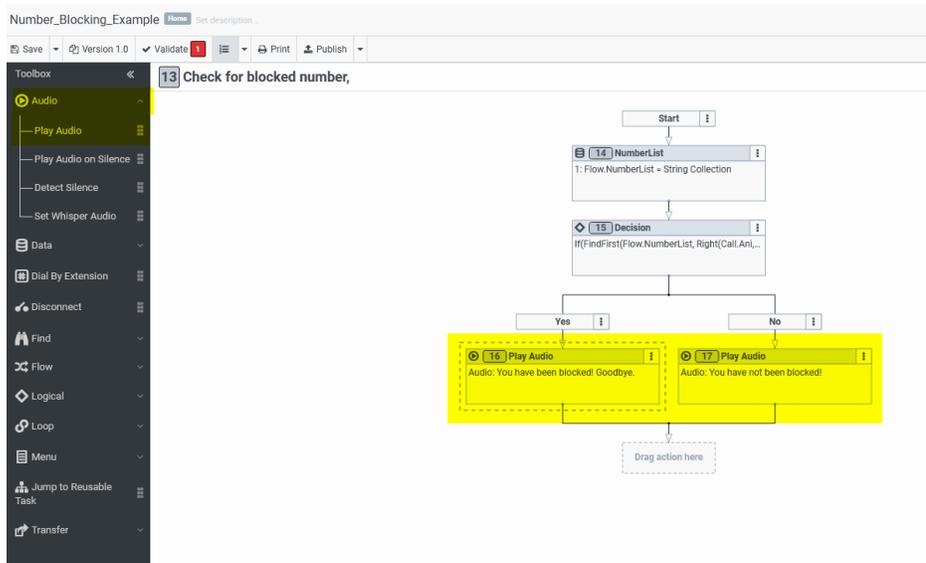
15. Open the large expression editor.



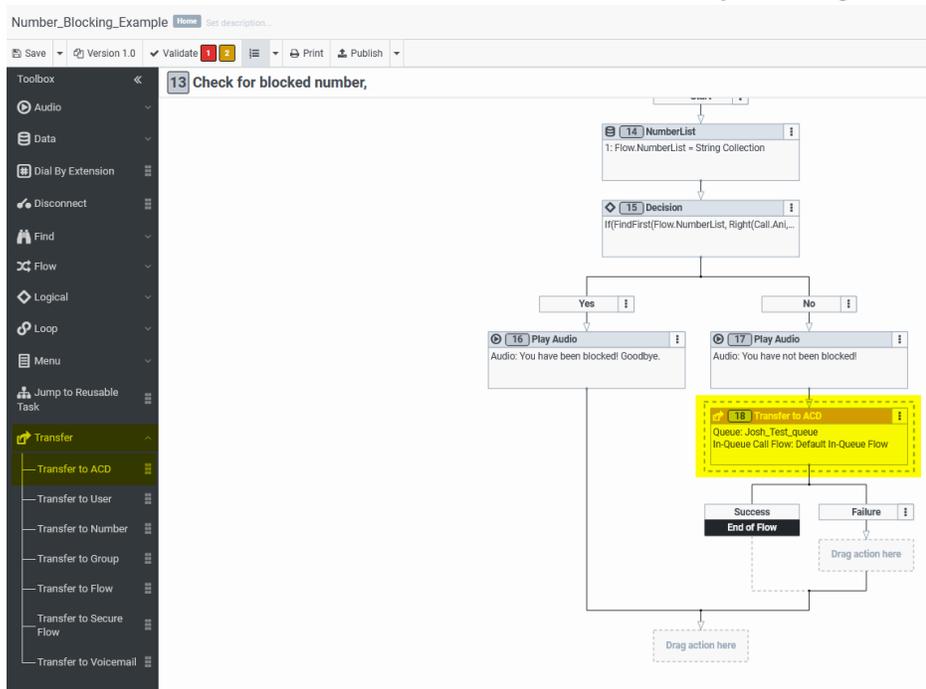
16. Enter the expression 'If(FindFirst(Flow.NumberList, Right(Call.Ani, 10))>=0, true, false)'
NOTE This expression is setup for 10 digit numbers in the US. If you need to set this up for another country please reference <https://help.mypurecloud.com/articles/about-variables-and-expressions/> for expression help and <https://help.mypurecloud.com/articles/about-the-phone-number-data-type/> for help determining the correct data type.



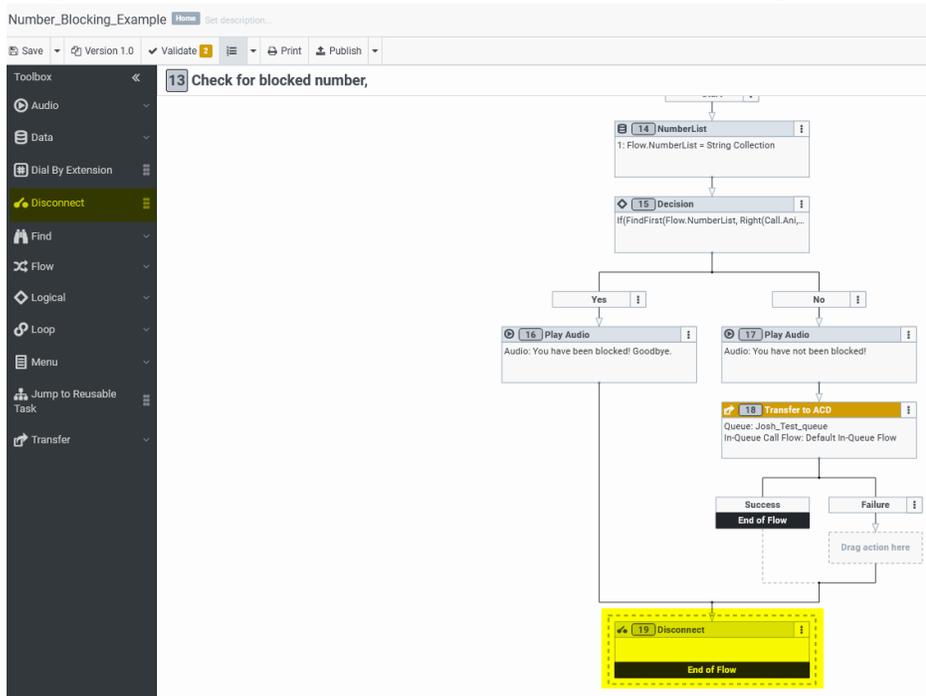
17. Drag two 'play audio' objects from the toolbox to the task, then enter the text you wish to read to the caller. The 'Yes' audio will be for calls that match the list and are blocked. The 'No' audio will be for calls that did NOT match the list and are not blocked. **NOTE** These play audio objects are optional.



18. Drag a 'Transfer to ACD' object from the toolbox and add it just below the 'No' play audio. Then select a queue to transfer the call to. **NOTE** You can replace this Transfer to ACD with another action if desired. We're just using this as an example.



19. Drag a 'Disconnect' action from the toolbox to the end of your flow.



20. Save and publish your call flow. Now all you need to do is assign a number to the flow, then call it from a number in the blocked list to test!