

Junk Groups

Junk call protection can be used to ignore unwanted calls. Caller numbers can be recorded in junk groups. For each ACD group you can define how to handle callers, who have been listed in the junk call group.

Choose **ACD - Junk Groups** in the main menu, to view the table of existing Junk Groups.

Use **New** in the toolbar to create a new Junk Group. Give the new junk group a name. The table of caller numbers is empty when the junk group is created.

Use **Edit** to open the list of caller numbers in each junk group. Use **Unlock** to remove a particular number from the junk group.

In order to use the junk group, it must be associated with an ACD group. The duration of the lock is also then defined, this can be different for each ACD group. Once the junk group settings have been made, agents can mark calls as junk using functions on Agent Home. To do this, agents use the function Junk Call in Agent Home when they are processing a call.

What happens with a junk call the next time they call the system is defined in the rules of the ACD group. The check point "Start Junk Call" is used to define this. You could, for example, define a rule to reject the call, or to play an extremely long piece of music on hold. In this way you can keep junk calls away from agents in your call center.