
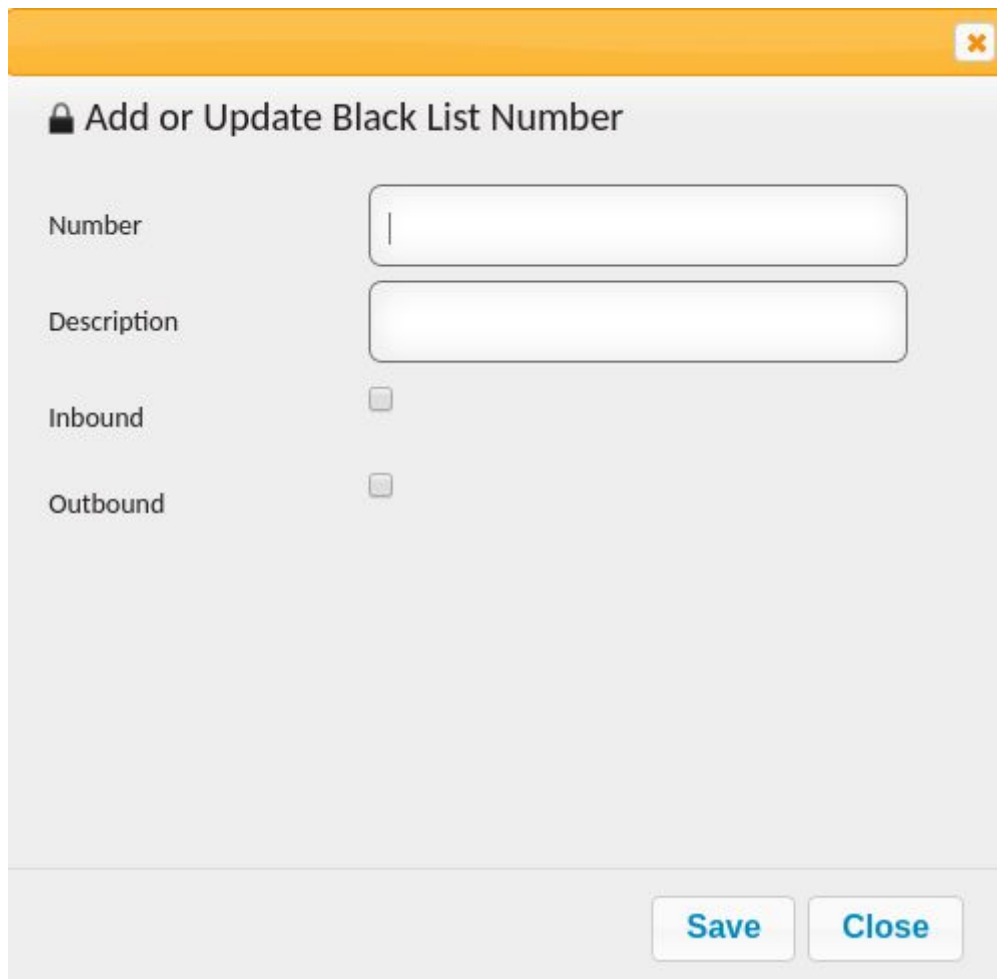


## Black List



### Adding a New Black List Number

1. Press the add button, , in the top right-hand corner of the Black List screen, the following pop-up will be displayed:



The screenshot shows a pop-up window titled "Add or Update Black List Number" with a lock icon on the left and a close button (X) in the top right corner. The form contains the following fields and options:

- Number:** A text input field.
- Description:** A larger text input field.
- Inbound:** A checkbox.
- Outbound:** A checkbox.

At the bottom right of the form are two buttons: "Save" and "Close".

2. Click the “Number” input box, type the blacklisted number an example is shown below:



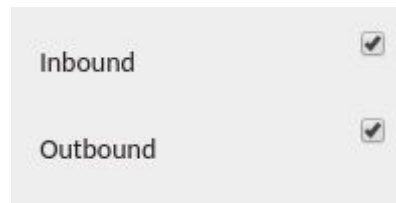
A screenshot of a form field labeled "Number". The input box contains the text "+17372129866".

3. Click the “Description” input box, type a description if desired an example is shown below:




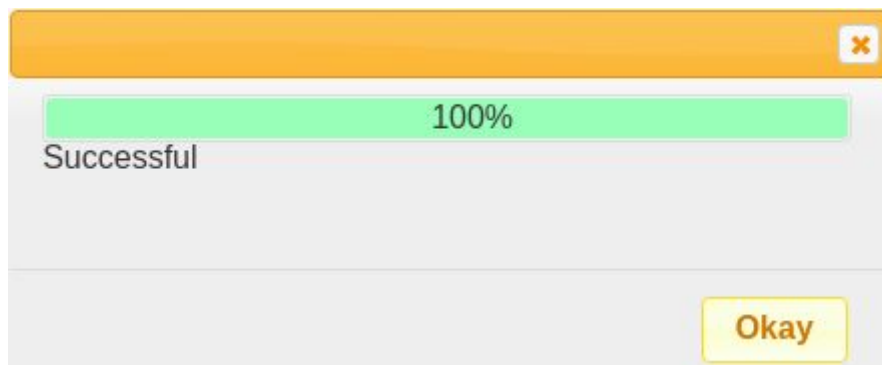
A screenshot of a form field labeled "Description". The input box contains the text "John's Black List".

4. The number can be blocked from inbound or outbound calls by checking the inbound or outbound checkboxes an example is shown below:



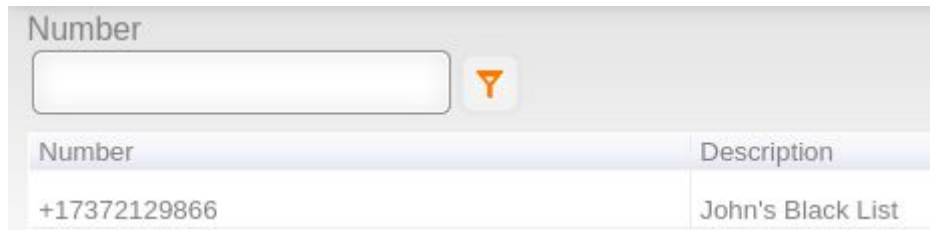
A screenshot of two checkboxes. The "Inbound" checkbox is checked, and the "Outbound" checkbox is also checked.

5. After additions have been made click the save button,  , the following pop-up will be displayed:



6. Click the Okay button, **Okay**, the blacklisted number will be shown in the Black

List name list the created example is shown below:




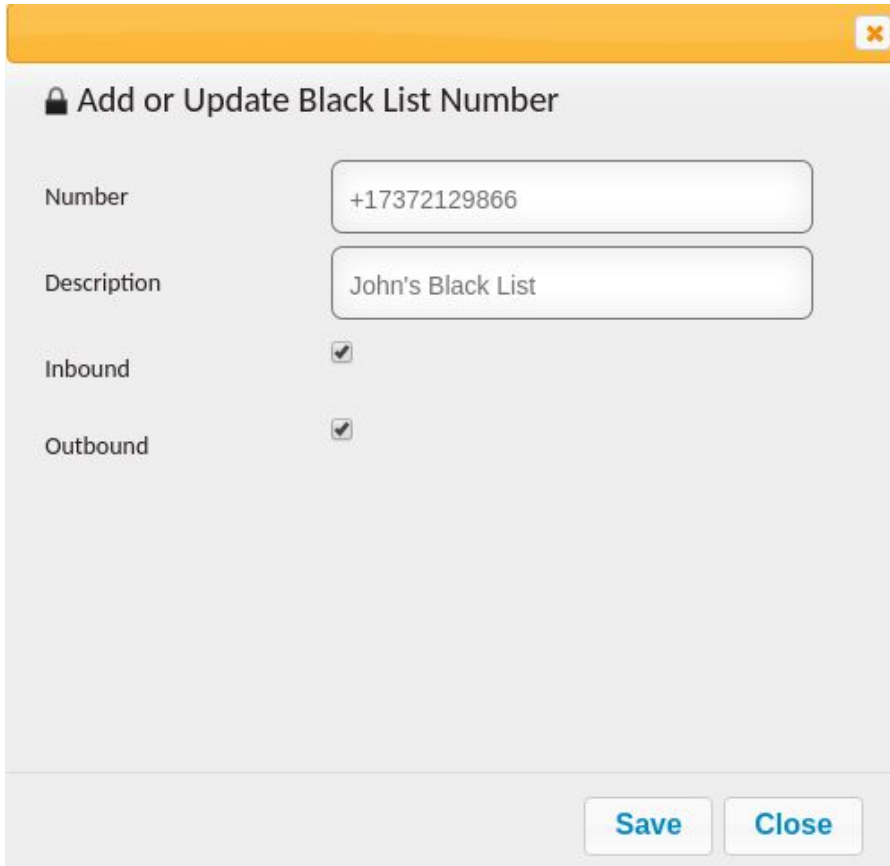
The screenshot shows a user interface for managing a black list. At the top, there is a search bar labeled "Number" with a filter icon to its right. Below the search bar is a table with two columns: "Number" and "Description". The table contains one row of data.

Number	Description
+17372129866	John's Black List

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## **Editing a Black List Number**

1. Click the edit button, , located to the right of the dialer column, after clicking the following pop-up window will be displayed:




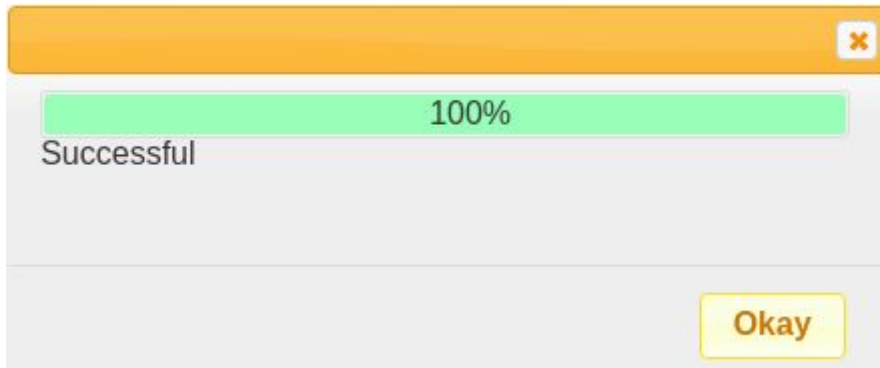
The image shows a pop-up window titled "Add or Update Black List Number" with a close button in the top right corner. The window contains the following fields and options:


Number	<input type="text" value="+17372129866"/>
Description	<input type="text" value="John's Black List"/>
Inbound	<input checked="" type="checkbox"/>
Outbound	<input checked="" type="checkbox"/>

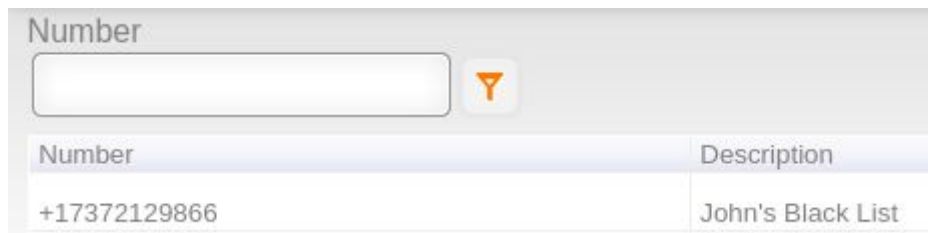
At the bottom right of the window are two buttons: "Save" and "Close".

2. Make changes as desired.

3. After additions have been made click the save button,  , the following pop-up will be displayed:



4. Click the Okay button,  , the blacklisted number will be shown in the Black List name list the created example is shown below:




A screenshot of a table titled "Number" with a search icon (magnifying glass) to its right. The table has two columns: "Number" and "Description". The first row contains the number "+17372129866" and the description "John's Black List".

Number	Description
+17372129866	John's Black List



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## Deleting a Black List Number

1. Click the delete button, , located to the right of the edit button. The following pop-up will be displayed:

demo.callcenterstudio.com says  
+17372129866 will be deleted permanently. Do you want  
to continue?



- Select the cancel button, , to cancel the deletion.
- Select the OK button, , to confirm the deletion.

1. Confirm the deletion by clicking the OK button, .

*The screen will reload, and the deleted blacklisted number will not be shown.*

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## Searching a Black List Number

1. Click the “Number” input box, type the blacklisted number an example is shown below:

A screenshot of a web interface showing a search input field. The field is labeled "Number" and contains the text "+17372129866". To the right of the input field is a small square button with a yellow inverted triangle icon, representing a filter or search function.

*Note: Partial numbers can be used. The filter button, , can also be used.*