

Outbound Call Limiting

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Commercial Module



Does your company call consumers? Yes? Worried about fines from not complying with various local, state, and federal regulations placed on companies that call consumers? Whether your company makes collections calls, sales calls, or telemarketing calls, you need to place limits on the number of calls made to consumers in order to avoid government fines for harassment, which can be in the thousands of US dollars per call in some cases.

The Outbound Call Limiting module allows you to limit how many times a specific phone number matching an outbound route can be called during a certain time period. For example, if you have an outbound route for California-based numbers and have outbound call limiting in place on that route, the module would only allow you to make the allowed number of calls to any specific number in California. When exceeding the call limit during the specified time period, any additional calls to that same number would be blocked, and a recording would advise you that the call is not allowed.

Outbound Call Limit

An Outbound Call limit allows you to restrict the number of calls people make that match particular outbound routes.

Add Outbound Call Limit

Name [?](#)

4 Times

Select the maximum number of calls that can be made in a single period.

Note that this will match against **all fields**.

This means, for example, if you have a maximum of '10' in a 5 hour period, but a maximum of '5' per day, it will block calls after 5, because it will match on the 'per day' field.

A Maximum of calls per Days [?](#)

or

A Maximum of calls per Unused [?](#)

or

A Maximum of calls per Unused [?](#)

Limit Reached Message [?](#)

Default [?](#)

Outbound Routes

Edit Route

Route Settings	Dial Patterns	Import/Export Patterns	Additional Settings
Call Limit ⓘ	4 Times ↕		

User Guide

Outbound Call Limiting-Admin Guide