



# User Guide

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## EBOX CALL-MANAGEMENT SERVICES

## Introduction:

The present document is a simple user guide for EBOX call-management services. The described services help EBOX clients to protect themselves against nuisance calls. The developed product includes the following services:

- Personal black list.
- Personal white list.
- Spam logging and intercepting based on a reputation indicator.

The present user guide explains how to access and use each service.

## Overview of EBOX call-management services:



### Personal black list:

#### Description:

The black list service allows EBOX clients to temporarily block several numbers that represent nuisance calls for them. Each client will have the possibility to access his personal black list, to add a number to his black list, and to remove a number from this list.

#### How to access and use the personal black list service using our simple dial plan:

To access and use the personal black list service, the client is invited to perform the following steps:

- 1- Call **\*120** 
- 2- A welcome message will be played for the client. The client will then be invited to choose from one of the following options:
  - a. To black list a number, the client must enter the digit “1”.
  - b. To black list the number associated to the last incoming call, the client must enter the digit “2”.

- c. To remove a number from the black list, the client must enter the digit “3”.
- 3- If needed, the client must enter the chosen number, then confirm.

**How to access and use the personal black list service using the client portal:**

You can access and use the personal black list service under “Telephony service” section.

- **Adding a number to the personal black list:**

The screenshot shows the 'TELEPHONY - BLACKLISTING' section with a 'User guide' link. Below the title, there is explanatory text: 'Adding a number to a blacklist allows you to block all incoming calls from this number. You can also declare a number as an unsolicited call (SPAM)'. A section titled 'Telephone number: 5145096026' contains a 'Phone number' input field and a checkbox for 'This is an unsolicited call (SPAM)'. A red 'Add to blacklist' button is highlighted with a circled '2'. Below this, there is a table with columns 'Action', 'Number', and 'Created on'. The table contains one entry with a red 'x' in the action column, the number '4388620223', and the date '2017-05-22 12:29:19'. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

- 1- Enter the number to be blacklisted.
- 2- Click the "Add to blacklist" button.

- **Removing a number from the personal black list:**

This screenshot is identical to the previous one, but the 'Add to blacklist' button is no longer highlighted. Instead, the first entry in the table is highlighted with a circled '1' and a red 'x' in the 'Action' column, indicating the removal step. The rest of the interface, including the text and navigation elements, remains the same.

1- Click the  button to remove a number from the black list.



## **Spam logging and intercepting service:**

### **Description:**

The spam logging and intercepting service allows EBOX clients to declare a specific number as a spam if they consider calls received from this number as nuisance ones. Each client will have the possibility to log a chosen number or the last received number as a spam. Clients will be notified if the received call number is declared as a spam.

### **How to access and use the spam logging and intercepting service using our simple dial plan:**

To access and use the spam logging and intercepting service, the client is invited to perform the following steps::

- 1- Call **\*121**
- 2- A welcome message will be played for the client. The client will then be invited to choose from one of the following options:
  - a. To declare a number as a spam, the client must enter the digit “1”.
  - b. To declare the last received number as a spam, the client must enter the digit “2”.
- 3- If needed, the client must enter the chosen number, then confirm.

### **How to access and use the spam logging and intercepting service using the client portal:**

You can access and the spam logging and intercepting service under “Telephony service” section.

**TELEPHONY - BLACKLISTING** User guide

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Adding a number to a blacklist allows you to block all incoming calls from this number  
 You can also declare a number as an unsolicited call (SPAM)

▶ Telephone number: 5145096026

This is an unsolicited call (SPAM) ①

(XXXXXXXX)

Show 10 entries Search:

Action	Number	Created on
	4388620223	2017-05-22 12:29:19

Showing 1 to 1 of 1 entries Previous  Next

1- To log a number as a spam, you need to check the option “ *This is an unsolicited call (SPAM)*”.



## Personal white list:

### Description:

The white list service allows EBOX clients to unconditionally receive calls from numbers in this list. The client will not receive any spam notification for each number in his personal white list. Each client will have the possibility to access his personal white list, to add a number to his white list, and to remove a number from this list.

### How to access and use the personal white list service using our simple dial plan:

To access and use the personal white list service, the client is invited to perform the following steps:

- 1- Call **\*122**
- 2- A welcome message will be played for the client. The client will then be invited to choose from one of the following options:
  - a. To white list a number, the client must enter the digit “1”.
  - b. To white list the last received number, the client must enter the digit “2”.
  - c. To remove a number from the white list, the client must enter the digit “3”.

3- If needed, the client must enter the chosen number, then confirm.

## **How to access and use the personal white list service using the client portal:**

You can access and use the personal white list service under “Telephony service” section.

- **Adding a number to the personal white list:**

**TELEPHONY - WHITELISTING** User guide

The white list service allows you to unconditionally receive calls from numbers in this list  
You will not receive any spam notification for numbers on this list

▶ Telephone number: 5145096026

- 1 Phone number
- 2 Add to whitelist (XXXXXXZZZZ)

Show  entries Search:

Action	Number	Created on
	4388620223	2017-05-23 11:49:37

Showing 1 to 1 of 1 entries Previous  Next

- 1- Enter the number to be whitelisted.
- 2- Click the “Add to whitelist” button.

- **Removing a number from the personal white list:**

**TELEPHONY - WHITELISTING** User guide

The white list service allows you to unconditionally receive calls from numbers in this list  
You will not receive any spam notification for numbers on this list

▶ Telephone number: 5145096026

Phone number

Add to whitelist (XXXXYYZZZZ)

Show  entries Search:

Action	Number	Created on
1	4388620223	2017-05-23 11:49:37

Showing 1 to 1 of 1 entries Previous  Next

1- Click the button to remove a number from the white list.

If you have any further questions, please feel free to contact our customer service department. An agent will be glad to assist you.