

Blacklist setup in Creatio



For the Black List functionality to work correctly, the corresponding module must be added to the current call routing. To make these settings, please contact webitel technical support via support@webitel.com or the support portal support.webitel.com.

To configure the [Blacklist] functionality in Creatio, you need to perform the following steps:

1. In the Creatio go to [System Designer] menu.
2. Open [Lookups].
3. Click on the "Add Lookup" button.
4. Select an object called [Black List], click *Select*. Specify a name and click the *Save* button.

5. Open the created Lookup, click the "Add" button.

5. Copy the Blacklist name from the [Blacklists] section on the Webitel server.

6. Paste the Blacklist name from the [Blacklists] section on the Webitel server into the created lookup in Creatio, the "Title" field. Save the changes.



Now you have the opportunity to add numbers to the Blacklist lookup from the CTI panel of Creatio.
For this:

- in the CTI panel select the desired number
- click on the *link* button



- in the context menu select *Add to Blacklist*

- in the window that appears, select the Blacklist to which you want to add this number and click *Select*. Now the number is added to this list.