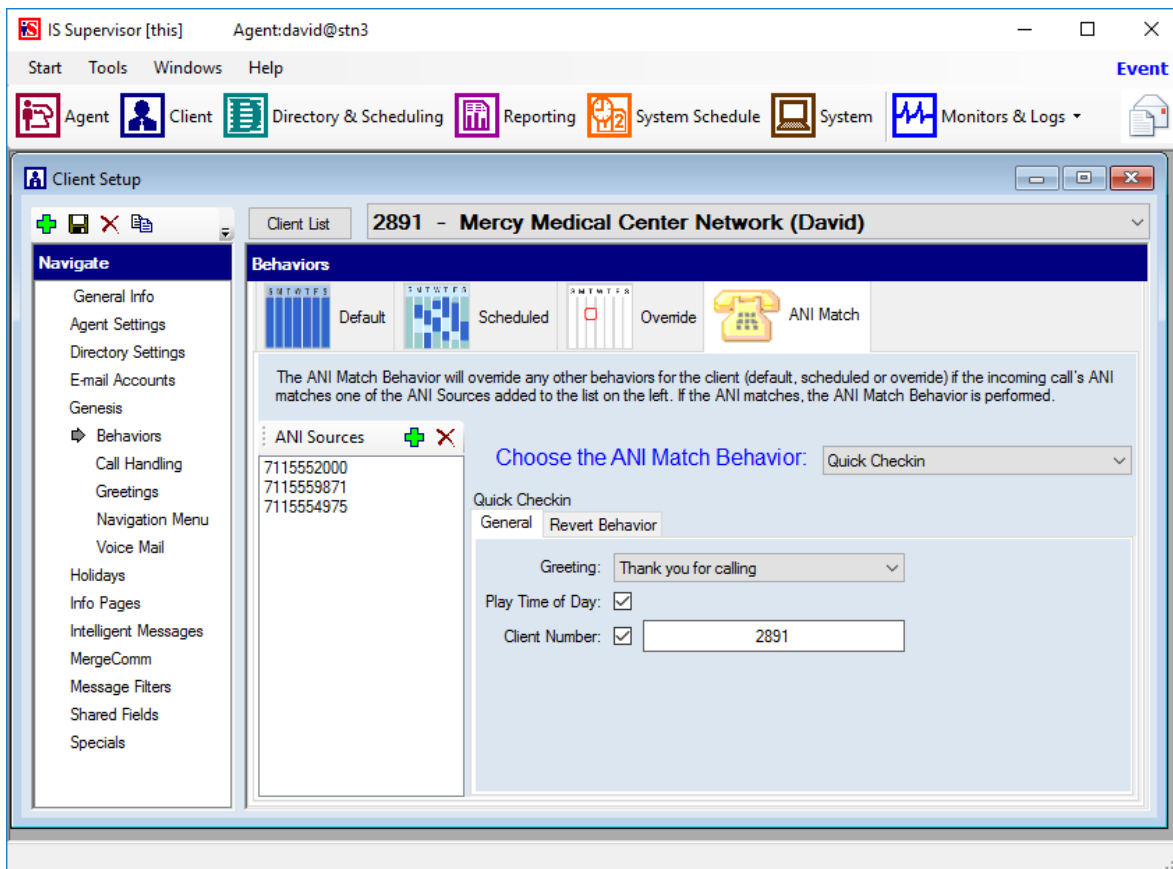


## Screen Calls and Expedite Client Check-in with Genesis ANI Screening and Genesis ANI Match

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The Genesis ANI Screening feature and the Genesis ANI Match feature can be used with Genesis systems to route incoming calls and perform specific behaviors based on Caller ID.

The **Genesis ANI Screening** feature routes incoming calls to a specified IS Client if the Automatic Number Identification (ANI) phone number of the incoming call matches a phone number or pattern found in the ANI Screening list. If the ANI of the inbound call matches the phone number or pattern, IS routes the call to the specified Client and executes the behavior for that Client. ANI Screening can be used to handle robocalls by routing them to an IS Client that is programmed to hang up calls.

The **Genesis ANI Match** feature is used to program a specific behavior for incoming calls with an ANI that matches an ANI from the ANI Sources menu. The ANI Match behavior can expedite the calling forwarding process and provide a way for clients to check-in to receive their messages.

## Genesis ANI Screening

The ANI Screening page is used to route incoming calls to a specified IS Client if the ANI phone number of the incoming call matches a phone number or pattern found in the ANI Screening list.

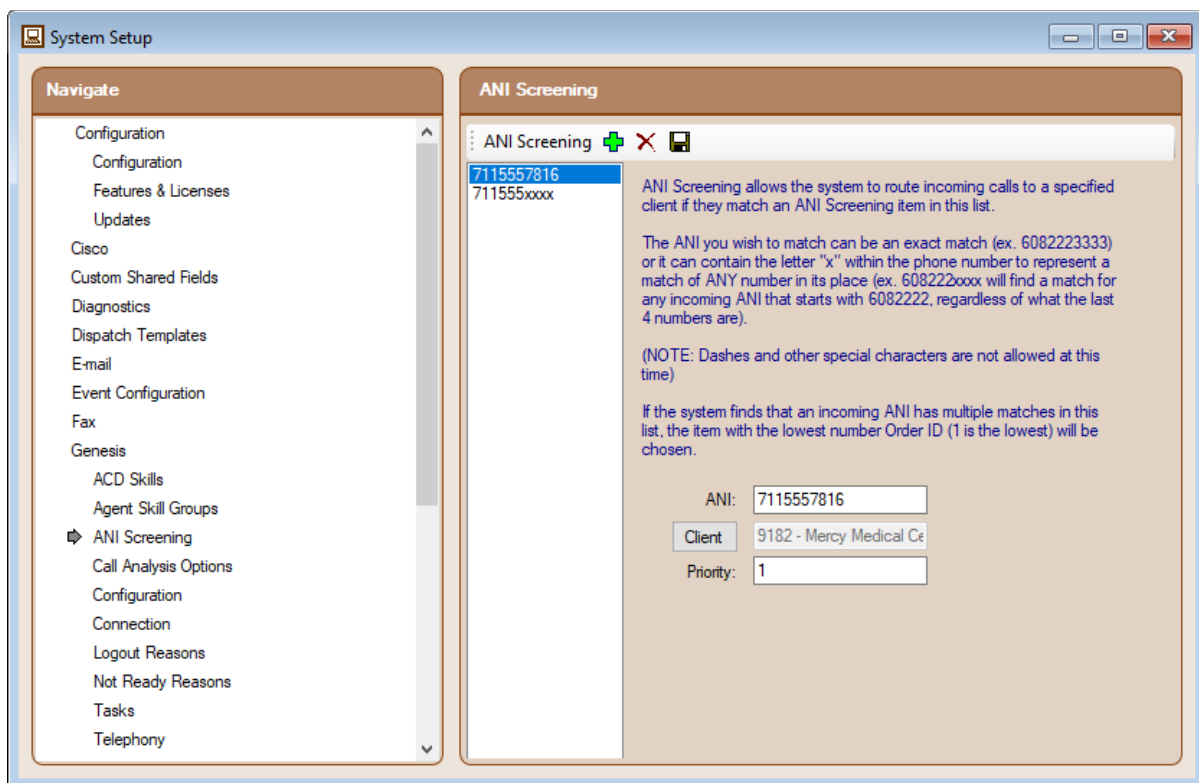
To open the ANI Screening page, follow these steps:

**On the System Setup Navigation Menu, click the Genesis hyperlink.**

Hyperlinks for the ACD Skills, Agent Skill Groups, ANI Screening, Call Analysis Options, Configuration, Connection, Logout Reasons, Not Ready Reasons, Tasks, and Telephony pages are displayed.

**Click the ANI Screening hyperlink.**

The ANI Screening page is displayed.



If the ANI of the inbound call matches the phone number or pattern entered into the ANI Screening list, IS routes the call to a specified Client and executes the behavior that Client.

ANI Screening can be used to handle robocalls by routing them to a Client that hangs up calls.

### ANI

ANI is the phone number or pattern Genesis screens for when routing calls to agents or Clients. The ANI can be a full, 10-digit phone number for Genesis to match exactly, or it can contain the letter “x” in place of a digit. For example, an ANI value of 7115557816 would program Genesis only to route calls that match this specific number to the specified Client. An ANI value of 711555xxxx would program Genesis to route all calls that start with 711555 to the specified Client, regardless of the last four digits.

**Enter the phone number or pattern you wish to match in the ANI box.**

## Client

The Select Client button is used to select an IS Client to which calls matching the ANI will be routed.

**To select a Client to which matching calls will be routed, click the Client button.**

The Select Client window is displayed. The Select Client window is used to select a Client. It shows a list of all Clients, sorted by Client Number.

### Search

The search field located at the top of the Select Client window is used to search for a specific Client Number or Client Name.

**To search for a specific Client, type all or part of the Client Number or Client Name.**

OR

**Use the scroll bar to scroll through the client list.**

### Client# | Client Name

All of the Client Numbers and Client Names are listed numerically in the Select Client window.

**Select the Client to which calls matching the ANI screen should be routed.**

**Click the Select button to save your Client setting and return to the ANI Screening page.**

OR

**Click the Cancel button to return to the ANI Screening page without saving your Client setting.**

If you clicked the Select button, the Client Number and Client Name that you selected are displayed in the Client field.

## Priority

The Priority is the order in which the calls are routed if two clients share similar phone number matches. For example, there are three ANI Screening values configured on the screen:

7115559999 with a priority of 1 for Client 1000

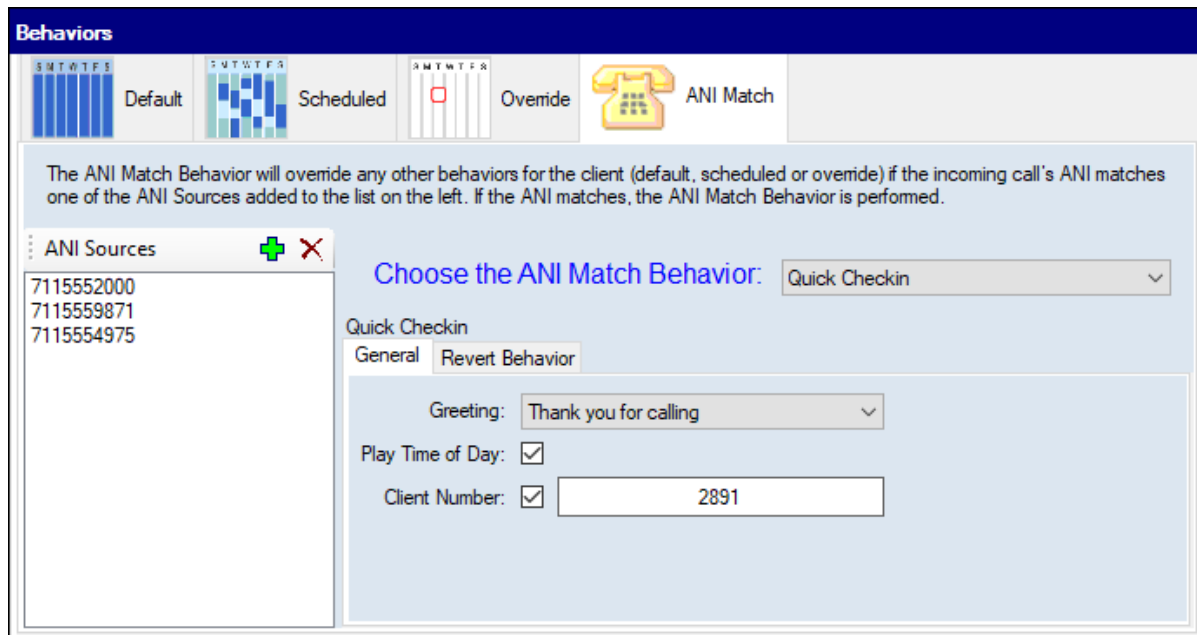
71155599xx with a priority of 2 for Client 2000

7115558888 with a priority of 3 for Client 3000

A call then rings into the system with an ANI of 711-555-9999. IS checks to see which of the ANI Screening values this ANI matches in the system. Because this ANI matches the first two ANI Screening numbers, Genesis must decide which ANI Screening number to route the call to. The first ANI Screening has a higher priority (lower numerical number), so Genesis routes the call to Client 1000 instead of Client 2000.

Client#	Client Name
109	Enterprise Directory HIMSS Contacts
116	Healthcare Scripted Messaging
140	New Account
141	Midwest Branch Offices
142	Santa Barbara Cottage Hospital
143	Mercy Medical
144	MeritCare Health Center
145	Midwest Heating SW
146	Dispatch
147	Streamlined Scripting
148	Emergency Protocols
149	TeleOne

## Genesis ANI Match



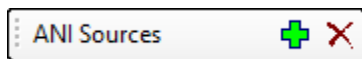
The ANI Match tab is used to program a specific behavior for incoming calls with an ANI phone number that matches an ANI from the ANI Sources menu. The ANI Match behavior can expedite the calling forwarding process and provide a way for clients to check-in to receive their messages.

### ANI Sources Menu



The ANI Sources menu displays a list of ANIs that currently follow the behavior selected from the “Choose the ANI Match Behavior” menu.

### ANI Sources Toolbar

The ANI Sources Toolbar is displayed under the ANI Match tab. The ANI Sources Toolbar is used to add and remove ANI’s that the ANI Match behavior uses to match incoming calls.



Icon	Description
------	-------------

- |   |  |
|---|--|
|  | The <b>Add</b> icon adds an ANI.                 |
|  | The <b>Delete</b> icon removes the selected ANI. |

### Choose the ANI Match Behavior

The “Choose the ANI Match Behavior” menu is used to select a behavior the ANI’s listed in the ANI Sources menu must follow.

#### Select a behavior from the “Choose the ANI Match Behavior” menu.

The settings for the selected behavior are displayed in the pane to the right of the ANI Sources Toolbar. The available settings vary depending on which behavior is selected.

**Configure the behavior settings according to the instructions provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.**

**Requirements:**

- IS Server 5.4 or later
- IS Supervisor 5.4.7065.08 or later
- IS Messaging
- SQL Server 2014 Standard Edition or later
- 64-bit Microsoft Windows Server 2012 R2 or later
- .NET Framework 4.5
- Crystal Reports 2008
- Genesis 4.10 or later
- 64-bit Ubuntu 16.04.2 or later Genesis Server

