Outbound Call Limiting

FreePBX
let freedom ring™
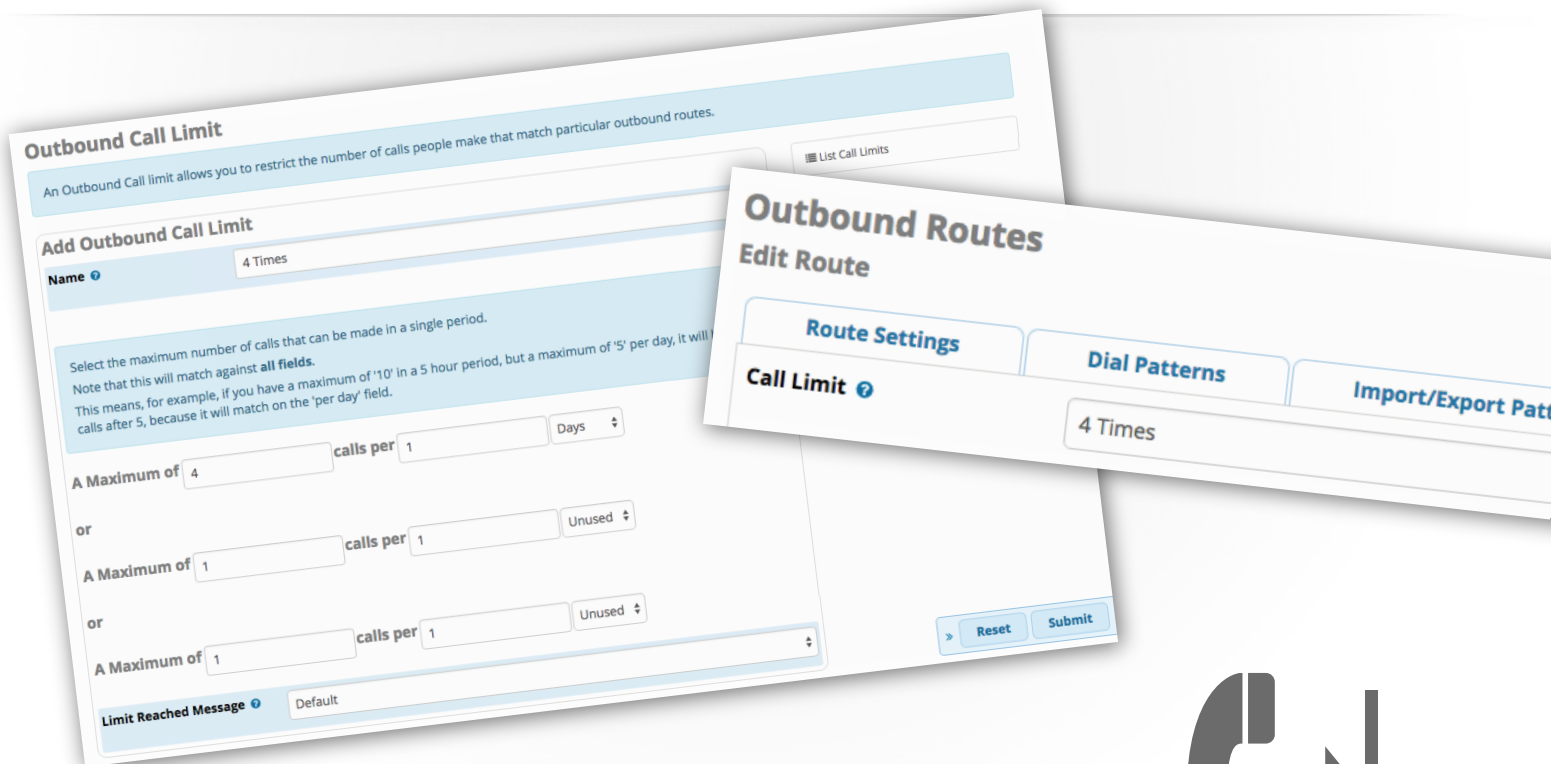
Does your company call consumers? Yes? Worried about fines from not complying with various local, state, and federal regulations placed on companies that call consumers? Whether your company makes collections calls, sales calls, or telemarketing calls, you need to place limits on the number of calls 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.

We have developed an Outbound Call Limiting module that allows you to place restrictions on how may times a number is 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 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.

List Call Limits

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
calls after 5, because it will match on the 'per day' field.

A Maximum of 4   calls per 1   Days

or

A Maximum of 1   calls per 1   Unused

or

A Maximum of 1   calls per 1   Unused

Limit Reached Message ❓   Default

Outbound Routes

Edit Route

Route Settings	Dial Patterns	Import/Export Patt

Call Limit ❓   4 Times

Reset   Submit