# Filter out a phone number

There is a familiar phone number that often calls you and you do not want to display repeat caller information, filter out it.

## Step-by-step guide

#### USE ONEPOP

If you want to filter out a phone number, you can click on the filter out icon at OnePop toolbar or right-click on each call at Agent Activities.



#### DON'T USE ONEPOP

To filter out a phone number, you can click Filter out icon at the repeat caller pop up.

O PRIMAS			Repeat Caller Alert 12/27/2019 14:57:39		
Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.					
Date	Duration	Queue	Agent		
12/27/2019 09:53	00:19	Complaint	50017	8 🚘 🗉	
12/27/2019 09:53	00:09	Complaint	50017	8 🚊	
12/27/2019 09:53	00:08	Complaint	50017	8 🚊	
	00.47	0.111	50017	20 -	

At filter out dialog, you can enter the note or not (this is optional) and click OK button to filter the phone number.

When a phone number is filtered out 3 times or more, its repeat information will not be displayed.

🖳 Ignore ANI: 6596231532					
Please input note for ignoring ANI (optional):					
This is the internal call so don't display the rep	peat caller information				

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### **Related articles**

- Guideline How To Use The Agent Dashboard
- How to manage API User at General Configuration
- How to manage Postcall Survey Configuration
- How to manage User Setting at Screen Pop Configuration
- How to manage FQ Config at FreedomQ Configuration