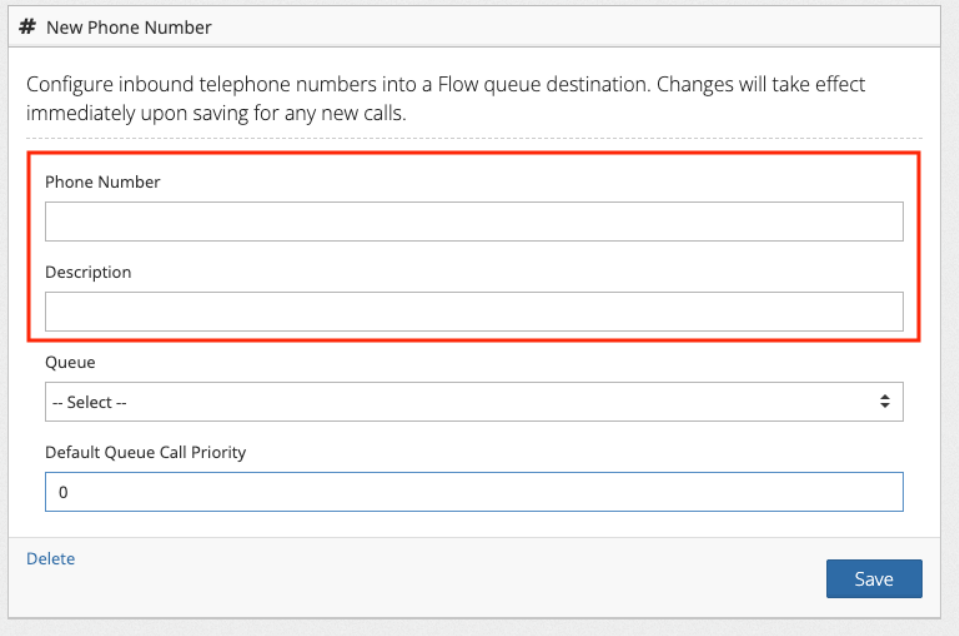
Setting a Queue's Outbound caller ID

The Phone Numbers section located under Settings in the Flow interface can be accessed by ***Manager*** level users. The Phone Numbers area allows the user to configure the ways calls are handed from Talk to Flow, but it can also be used to add number for use for outbound caller ID. Complete to two section below to add a new phone number to a queue for its outbound caller ID number. If a number is already in your Flow Phone Number section you can skep to STEP 2 below.

STEP 1: Add a Phone Number to use as a Queue's Outbound Caller ID Number:

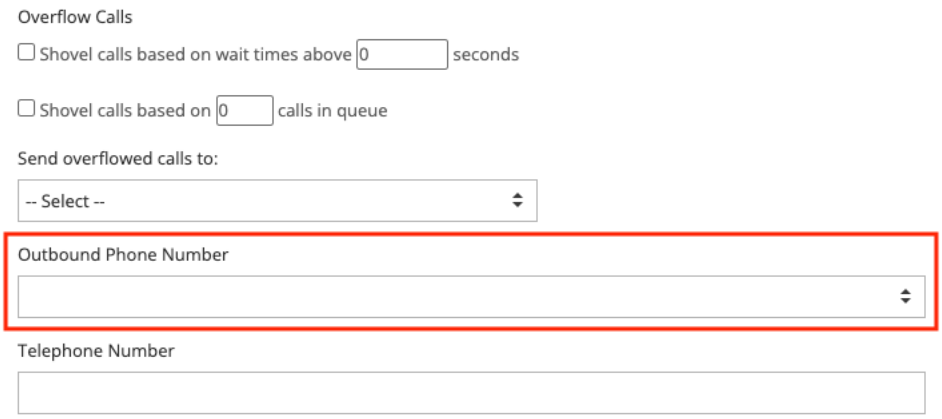
1. Click **Setup** > **Phone Numbers**
2. Click **+New** located at the bottom left of the Phone Number list.
3. For the **Phone Number**, enter the number in its 10-digit format with out delineations (Ex 5551234567)
4. In the **Description** text box, name the phone number. (Ex "Support Queue caller ID)



5. Make no change to the **Queue** or **Default Queue Call Priority** fields
6. Click the **Save** button.

STEP 2: Set the Phone Number for use with the Queue:

1. Click **Queues**
2. Click on the queue from the list to open the queue editor.
3. Locate the Outbound Phone Number drop-down list and use it to select the phone number.



4. Click **Save**.

The phone number is now set as the outbound caller ID number for the queue and is used when an agent makes an outbound call from that queue.

Agent Select the Outbound Queue

Agents must select the correct queue when making an outbound call, for the desired outbound caller ID number to be used. View our agent guide for making outbound calls.