CallBox

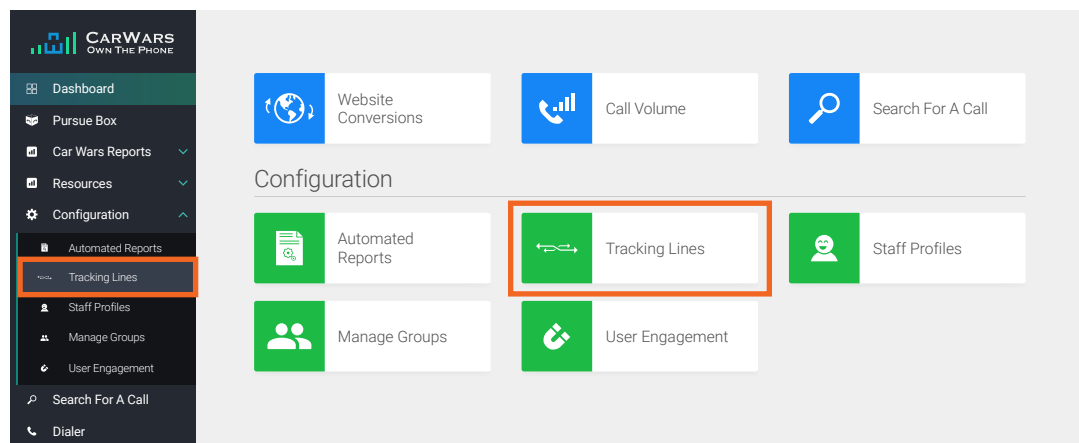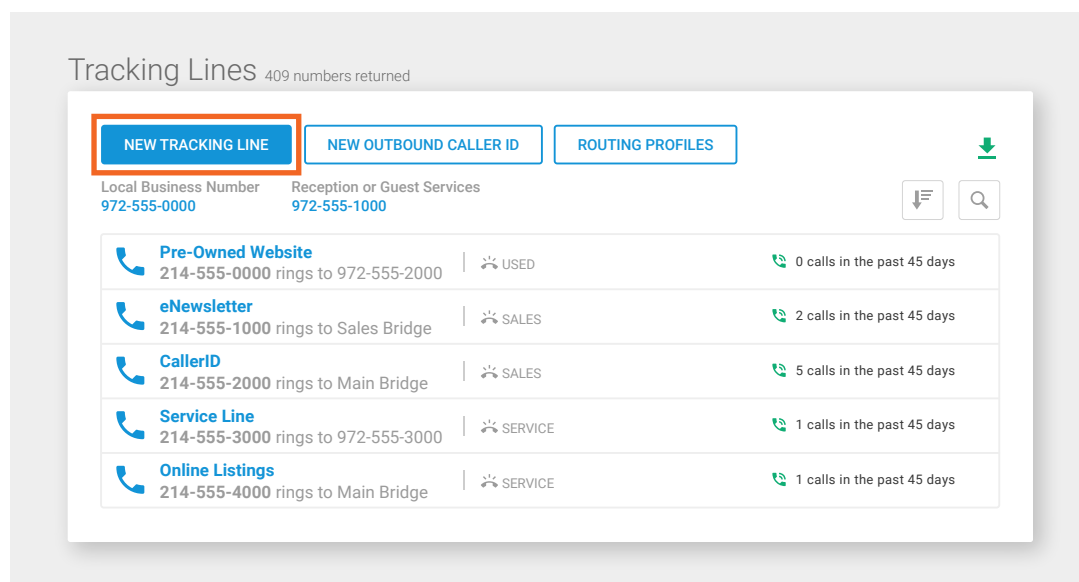# EDITING LINES
& CHANGING RING TOs

CAR WARS

1 Navigate to the Tracking Lines section by either scrolling down to Configuration and clicking "Tracking Lines" or selecting Configuration from the left side menu and selecting "Tracking Lines".

2 Click on "New Tracking Line".

3 The screen below will show. You can name your tracking line, select what department it is for, select whether you want a toll-free or local line, and set where you would like the line to ring to. By default, each line will ring to your local business number. If you have a menu setup you would like the line to ring to, select "Advanced Routing" and you will be able to select that menu.

Create a Tracking Line

Tracking Line Name: ⓘ

Rick Tanner Inbound Line

Tracking Line Department: ⓘ

Sales

Toll-free or Local: ⓘ ✔

○ Toll-free ● Local

Routing: ⓘ

Direct Ring-To ▼

Local Business Number: **9725550000** ⓘ

Direct Ring-To Number: ⓘ

972-555-0000

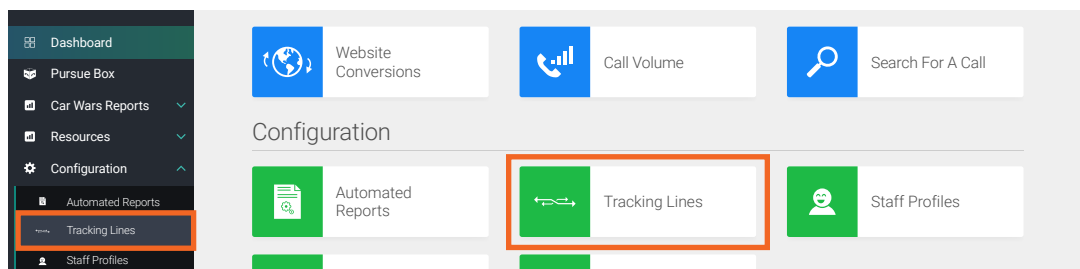**+☎ CREATE LINE**

EDITING TRACKING LINES

1 Navigate to the Tracking Lines section by either scrolling down to Configuration and clicking "Tracking Lines" or selecting Configuration from the left side menu and selecting "Tracking Lines".

Dashboard
Pursue Box
Car Wars Reports ∨
Resources ∨
Configuration ∧
    Automated Reports
    Tracking Lines
    Staff Profiles

Website Conversions

Call Volume

Search For A Call

Configuration

Automated Reports

Tracking Lines

Staff Profiles

2 Click on the line you would like to edit.

Tracking Lines 409 numbers returned

| NEW TRACKING LINE | NEW OUTBOUND CALLER ID | ROUTING PROFILES | ⬇ |

Local Business Number
972-555-0000

Reception or Guest Services
972-555-1000

📞 **Pre-Owned Website**
214-555-0000 rings to 972-555-2000   ☎ USED   📞 0 calls in the past 45 days
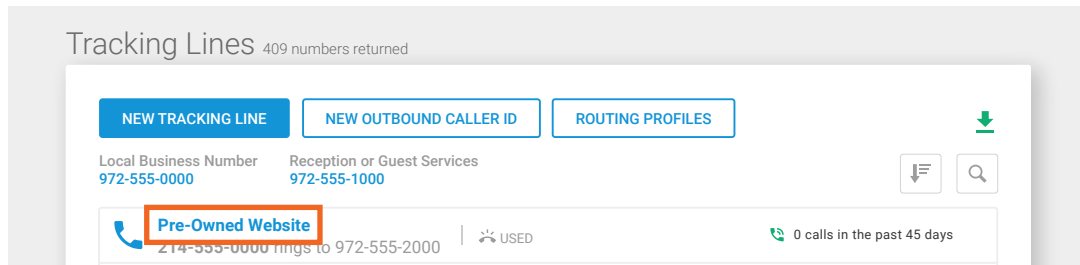
3 Once you're in the tracking line details page, you can edit any of the line details. Make whatever changes you would like, and then click "Save Line".

Edit Tracking Line - 214-555-0000

| Tracking Line Name* ⓘ | Tracking Line Department ⓘ | Routing ⓘ |
| Pre-Owned Website | Used | Direct Ring-To ▾ |

Direct Ring To Number* ⓘ

9725552000

Record this Line ⓘ

◉ Yes, Record   ○ No, Don't Record

Greeting ⓘ Record New ⓘ | **Learn More**

Standard disclaimer for recording ▾

▶ Play Greeting

Whisper

ex. Holiday Mailer

Third Party Shares ⓘ

-- select option -- ▾

Call Categorization ⓘ

◉ Review calls for Car Wars
○ Review calls for Car Wars Service
○ Do Not Review Calls

Deactivate this line

💾 SAVE LINE

NOTE: *Always make a test call to confirm proper functionality after creating a new line or making changes to an existing line.*

1 There will be an option to change the ring to in the green box that says "Direct Ring to Number". All you have to do is replace that number with the new ring-to the customer has requested.

Edit Tracking Line - 214-555-0000

Tracking Line Name* ⓘ	Tracking Line Department ⓘ	Routing ⓘ
Pre-Owned Website	Used	Direct Ring-To ▾

Direct Ring To Number* ⓘ

9725552000

Record this Line ⓘ

● Yes, Record   ○ No, Don't Record

2 If you are looking to make the number ring to another tracking line (virtual forward), you'll need to first place a "V" in front. *Example: v5555555555*

3 If you are looking to make the line ring to a routing profile (Bridge, multi-ring, schedule, round robin) You will have to click on the box that says "Routing". A dropdown will appear and you will select 'Advanced routing" The words direct ring to will be replaced by "Select Advanced Routing Profile".

4 You will get a dropdown with the different routing profiles in the account - Select the routing profile the customer has requested.
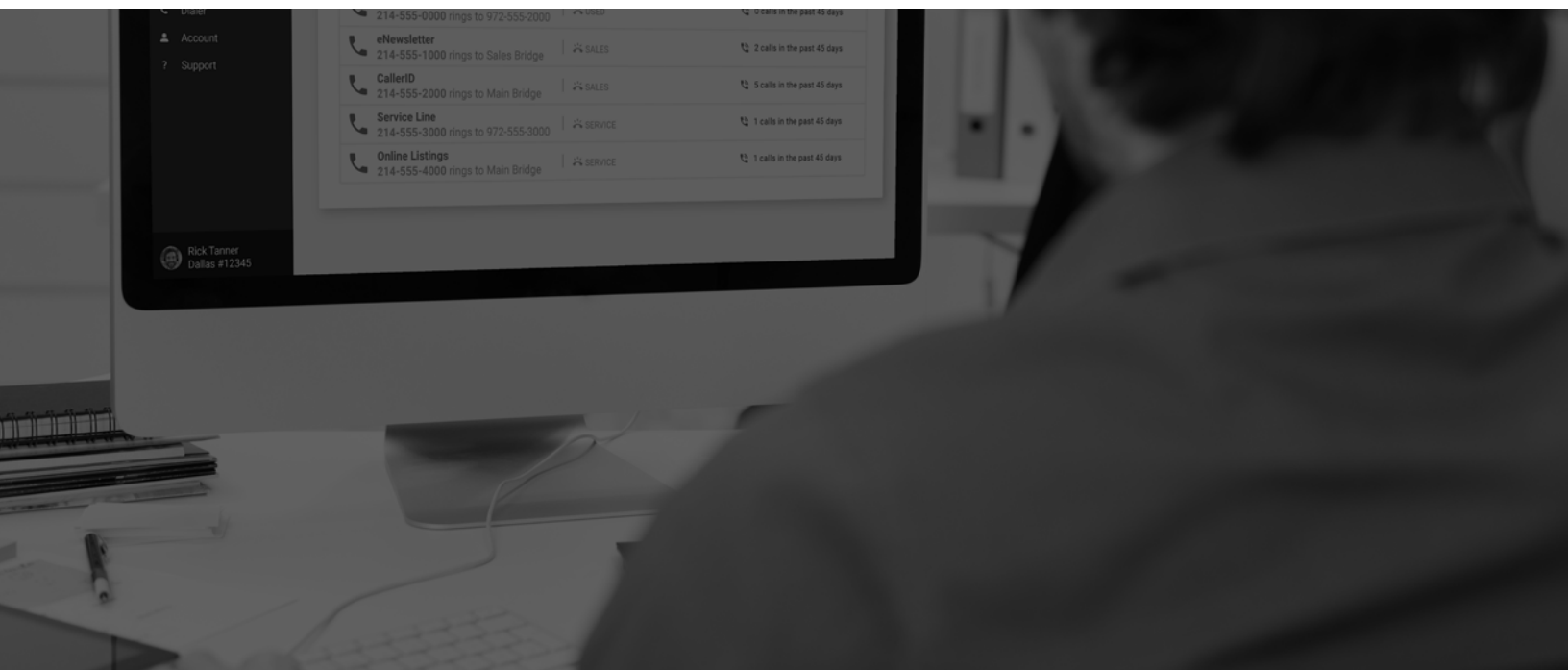
CALL MEASUREMENT

1 For Call Measurement accounts login click on the Manage tab at the top of the page.

2 Select "Manage Existing Numbers."

963 numbers returned   ☎ Provision a new call measurement number   ⚓ Show Anchor Numbers   ⊠ Download this data

Quick search ▼ [＿＿＿＿＿＿] **Go**

PAGE: 1   2   3   4   5   6   7   8   9   10   ...20

Tracking #	Ring to #	Campaign	Media type
214-555-0000	(913) 555-1000	Linnea Jenkins Caller ID	
214-555-1000	(214) 555-9000	Deshia Davis Inbound Line	
214-555-2000	(973) 555-2000	Adam Altmark Caller ID	
214-555-3000	(972) 555-3000	Steele Haspel Caller ID	
214-555-4000	virtual fwd - (214) 555-1100	Monica Dziak Caller ID	
214-555-5000	(972) 555-4000	Austin Teague Inbound 1	
214-555-6000	(210) 555-5000	Zach Robert Caller ID	
214-555-7000	(858) 555-6000	Pogo Parr Direct	Business Card
214-555-8000	virtual fwd - (100) 119-7000	Live Calls Demo / Testing	

3 Select one of the blue hyperlinked phone numbers to open the editing page.

<< Return to list

Tracking #	**214-555-0000**

Ring to #   9135551000   Advanced options

Reporting time zone: Central ▾

Record calls: Yes ▾

Greeting: Standard disclaimer for recording ▾   Learn more

Whisper: Learn more

Campaign:

    New value:

Media type:

    New value:

Missed call alert:

* Separate multiple email addresses with a comma and a space

4   All changes to ring to's will be made with the highlighted (Ring to #) portion of the page.

5   To change the direct ring to, remove the number and replace it with another phone number. To select a routing profile, click "Advanced routing" and select the requested routing profile.