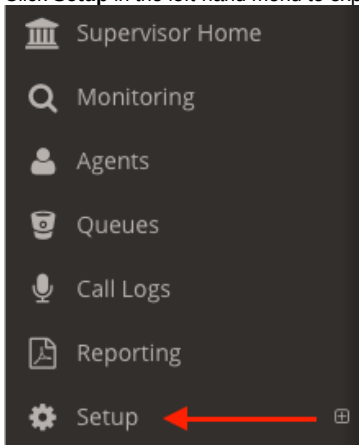


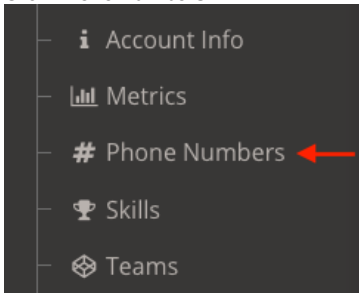
Setting up Phone Numbers

The Phone Numbers section located under Settings in the Flow interface can be accessed by Manager level users. It is in this area that the users set the way calls are handed from NocTel to a Flow Queue.

1. Using the Flow domain provided, access the interface with Manager credentials.
2. Click **Setup** in the left-hand menu to expand the section.



3. Click **Phone Numbers**.



4. Click **+New** located at the bottom left of the Phone Number list.
5. For the **Phone Number**, enter the number as it appears in the NocTel interface.
6. In the **Description**, give the phone number a name.
7. In the drop-down menu under **Queue** select the call queue where Flow should assign a call to this telephone number.
8. In the **Default Queue Call Priority** enter the priority level where the call should enter the Flow queue.
9. Click the **Save** button.

New Phone Number

Configure inbound telephone numbers into a Flow queue destination. Changes will take effect immediately upon saving for any new calls.

Phone Number

Description

Queue

Default Queue Call Priority

Delete

Save

Related articles

- [Adding Agents](#)
- [Creating a Queue](#)
- [Setting up Phone Numbers](#)
- [Adding Users](#)
- [Adding Skills](#)