

Manage Reserved Numbers

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Read this to learn about how to work with reserved numbers, tagging them, editing and deleting tags, etc.

Overview

Tags put numbers in the Reserved pool. Tags help admins find numbers that are reserved for a specific purpose.

- You're required to add a tag to reserve a number. You can optionally reserve the number for a specific organization.
- You can reserve and unreserve numbers from Number Status and Actions or from Number Management
- When numbers are initially deleted, the admin has a one-time option to tag the number and add a forwarding number. *See [Delete user and release, reserve, or forward calls](#).*
 - *Note: After completing the deletion, it is impossible to forward a number that didn't initially have a forwarding number attached to it.*
 - However, if there is a forwarding number attached at that time, it can be edited or deleted.

Before you start

- An admin must have "Setup" Role in the organization to do these instructions. *See [What Admin Roles are in the Management Portal](#).*

Reserve a number

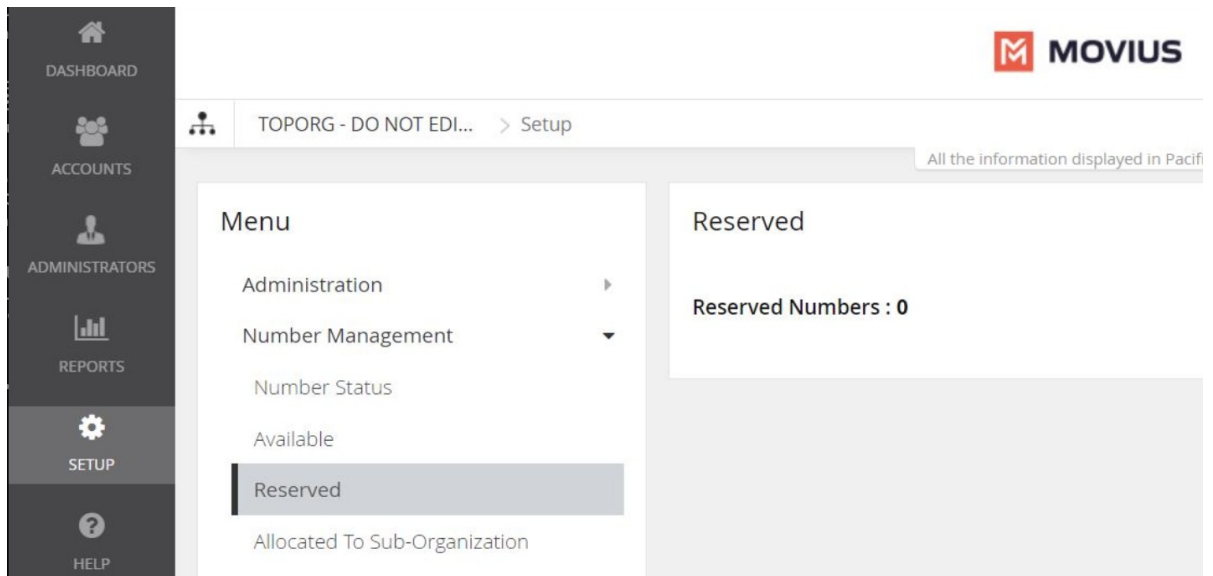
Reserve a number from Number Status and Actions

1. Go to **Setup > Number Status and Actions**
2. Click **Reserve** from the Actions menu and enter the tag name. *Note: You can't leave tag name blank.*

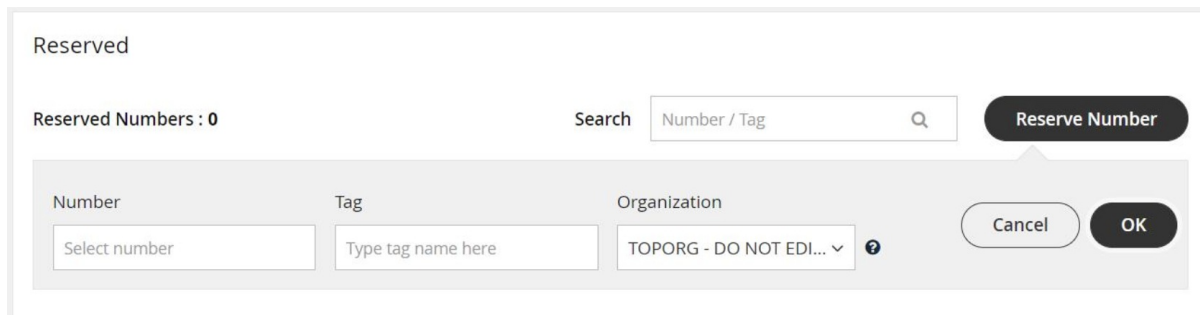
To Unreserve, click **Unreserve** from the Actions menu. This will remove the tag from the number and put it in the Available pool.

Reserve a number from Number Management

1. Go to **Setup > Number Management > Reserved Numbers**.

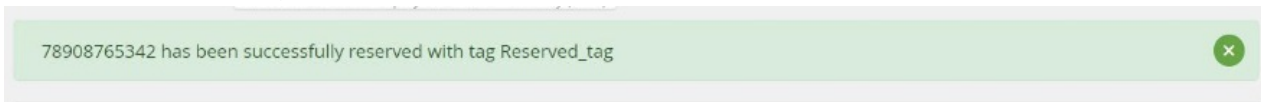


2. Click Reserve Number.



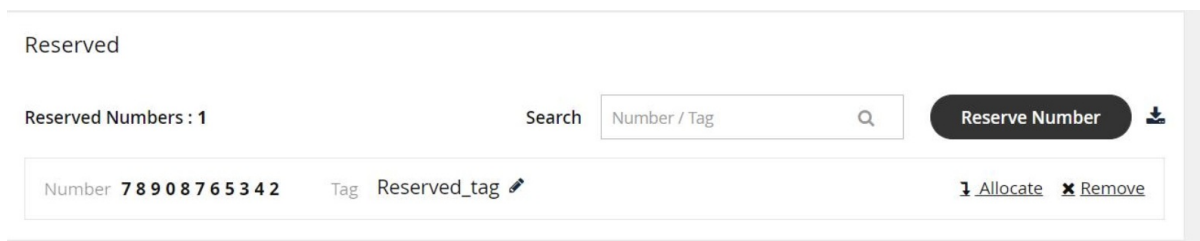
3. Select the number, enter the Tag, and select the Organization you are allocating the number to. Then click OK.

A confirmation message will appear and the number will enter the Reserved Numbers list:



Edit a tag or forwarding number

1. Go to Setup > Number Management > Reserved Numbers.
2. Search for the Number or Tag to narrow your results, if desired.
3. Click the Edit icon.




4. Edit the Tag then click Save.
5. Click Forwarded to to edit the Forwarding Number.
6. Select Update the Number or Remove the Number according to your needs, then click Proceed.


Delete a tag


1. Go to Setup > Number Management > Reserved Numbers.
2. Search for the **Number** or **Tag** to narrow your results, if desired.
3. Click **Remove**.

Reserved

Reserved Numbers : 1

Search 

Reserve Number 

Number **78908765342** Tag **Reserved_tag** 

[↓ Allocate](#) [✕ Remove](#)

4. You can then confirm you want to delete the **Tag**. The number will be removed from the Reserved Numbers list.