

Manage Numbers

Last Modified on 11/17/2023 5:45 pm EST

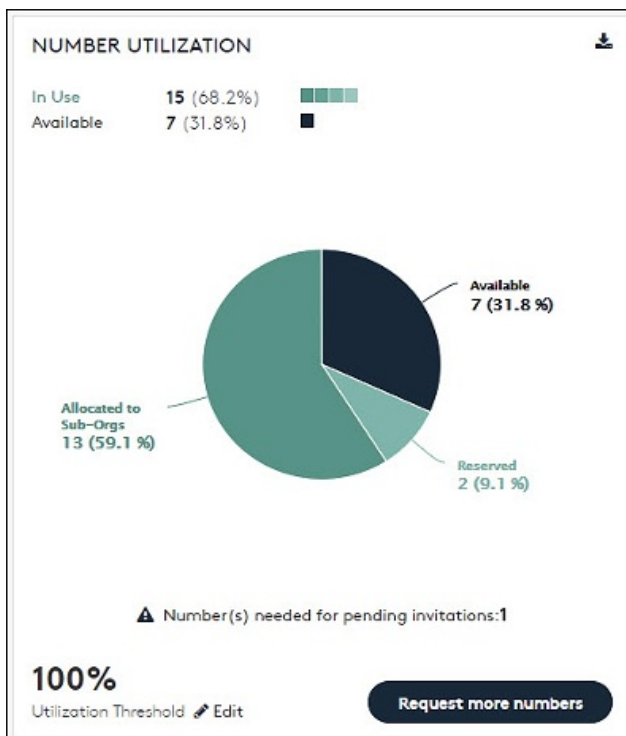
View and manage number inventory, reserve numbers, and assign numbers.

Number Utilization

Read on to learn how to interpret the Number Utilization panel.

About Number Utilization

On the Number Utilization panel on the Dashboard, you can view how many numbers you're using and have available.



In use: Shows the numbers which are currently in use. **In use** numbers include assigned numbers, reserved numbers, registered numbers, and numbers allocated to an organization.

Available: Shows the numbers which are unallocated and can be used by the administrator.

Click anywhere on the Pie chart to see the number utilization in detail as below:

Organization	Total	Available Pending Invitation		Reserved	Assigned	Registered	Allocated To Sub-Organizations
ABC Banking Corporation	35	16	(2)	3	1	0	15

Allocated To Sub-Organizations							
Search by organization name <input type="text"/>							
Sub-Organization	Total	Available Pending Invitation		Reserved	Assigned	Registered	Allocated To Sub-Organizations
Operation	7	5	(1)	0	1	1	0
Retail Banking	8	4	(1)	1	0	3	0

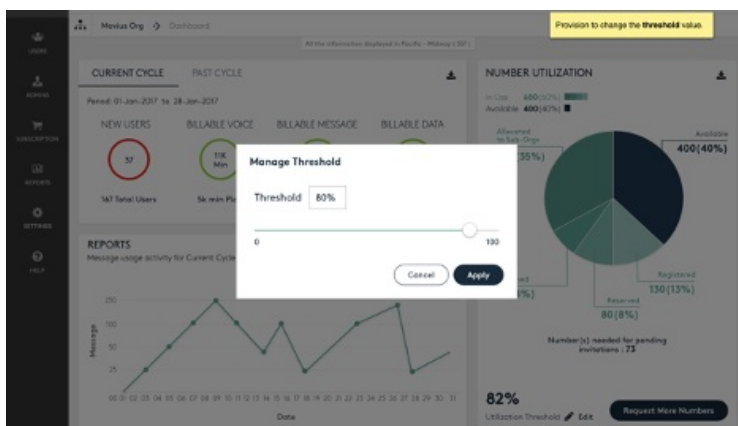
The total quantity of available numbers is divided into 5 categories:

- **Available:** The numbers which are currently not in use.
- **Reserved:** The numbers which are tagged for later use.
- **Assigned:** The numbers which are assigned to a user through invitation, but the user has not on-boarded yet.
- **Registered:** The user has successfully on-boarded.
- **Allocated to Sub-Organizations:** The numbers which are allocated to sub-organizations.

Utilization Threshold: It is the upper limit (in percentage) allocated for notifying the Administrator through an email, that he has utilized the maximum assigned threshold. Every time the administrator assigns a new number till all the available numbers are utilized, an email notifying the same will be sent.

You can edit the Utilization Threshold percentage value to be anywhere between 1 to 100.

Example: In Figure 9 the Utilization Threshold is assigned as 80%. This means, when the Number Utilization percentage reaches 80%, the administrator will receive an email saying that the maximum assigned threshold has been reached.



Request More Numbers: When you get an email notification that you have reached the assigned Utilization Threshold, you can request for more numbers using the steps below:

- Click **Request More Numbers**.
- A popup with the following message appears:

Request for More Line Numbers


Call: +1 800 688 4001

Email: Support@moviuscorp.com

ok

- Click **OK**.
- Send an email requesting for more numbers to the email address mentioned in the popup.
- You may also call on the number appearing in the popup.

Download Report: Two reports related to **Consumption (Voice, Message and Data)** and **Number Utilization** can be downloaded from two separate download icons on this screen. The same can be downloaded by following the below steps:

1. Click  (refer to Figure 4) to download the required report.
2. Choose **Open** or **Save** to view or download the CSV file.

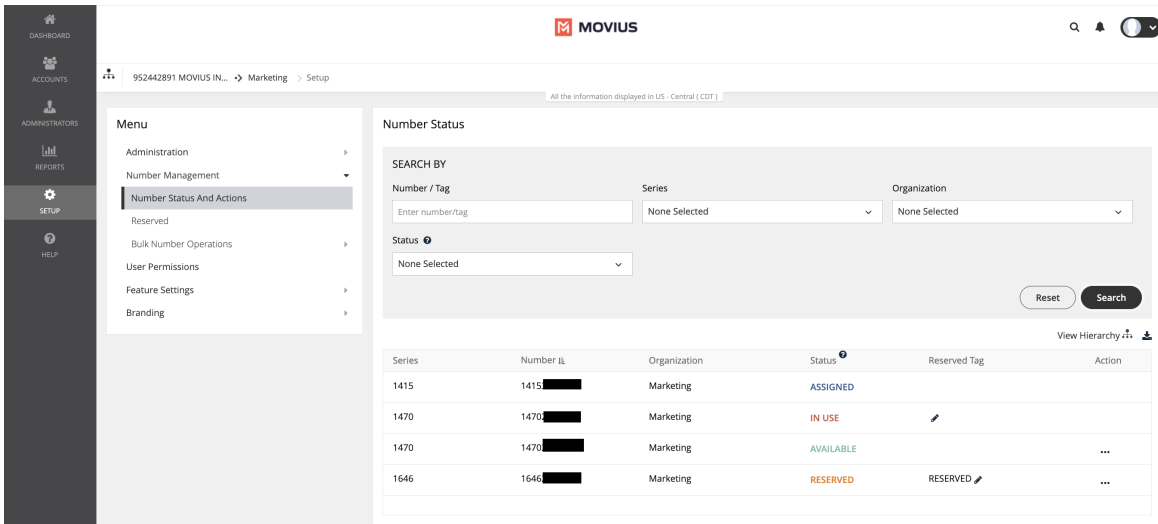
Number Status and Actions

Read on to learn about the Number Status and Actions feature

Overview

The **Number Status and Actions** section under the **Setup** tab has utilities for searching numbers and performing actions.

- You can search numbers by number, tag, series, organization, or status
- You can move numbers and add, edit, and delete reserve tags.



Before you begin

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/) (<https://help.moviuscorp.com/help/what-admin-roles-mmp/>).

How to use the Search By panel

Use the **Search By** panel to refine your results. After making your selections, you will need to click the **Search** button. To undo your selections, click the **Reset** button.

- **Number / Tag:**
 - Type into the field either the number you're looking for or a reserved tag

Number / Tag

This field will perform partial searches. For example, if you search '1418' and there are numbers or tags that have that sequence as a part of them such as **1418**898476, 1876**1418**77, 147876**1418**, **1418**_salestag, sales_**1418**2, all these results will appear.

- **Series:**
 - Use the checkboxes to restrict your search to one or more number series

Series

164

All

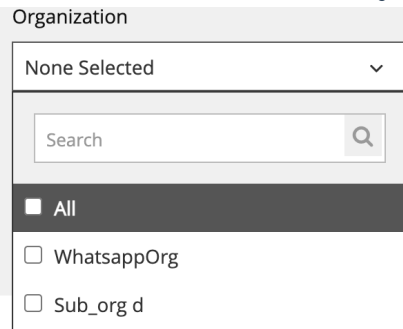
164

1641

16415488

- Use the **Search** field within the filter to narrow down your options
- **Organization:**

- Use the checkboxes to restrict your search to one or more sub-organizations



Organization

None Selected ▾

Search

All

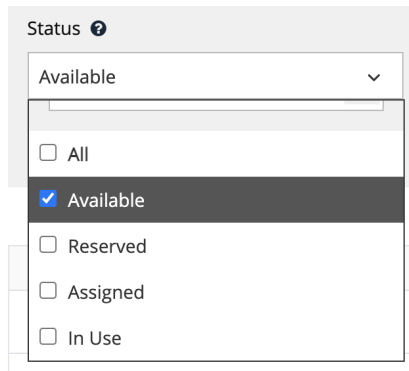
WhatsappOrg

Sub_org d

- Use the **Search** field within the filter to narrow down your options

- **Status:**

- Use the checkbox to restrict your search to one or more statuses including Available, Reserved, Assigned, and In Use
- Hover over the question mark icon for a reminder of the meaning of each status



Status ?

Available ▾

All

Available

Reserved

Assigned

In Use


- **View Hierarchy:**

- Click **View Hierarchy** to explore the sub-organizations within your organization

The actions performed by the Admin depends on which organization they have logged into. For example, If a number in a grandchild org must be moved to the parent organization, then this action is not permitted. This is because the access of the grandchild org is within the org and all the orgs below it.


- **Sort:**

- Hover over the header row of your results to expose a **Sort** button
- Click it once to sort results by that column. Click it again to reverse the sort order
 - By default, it will display numbers from lowest to highest, characters from A to Z
 - Clicking again will display numbers from highest to lowest, characters from Z to A

Series	Number 	Organization	Status ?	Reserved Tag
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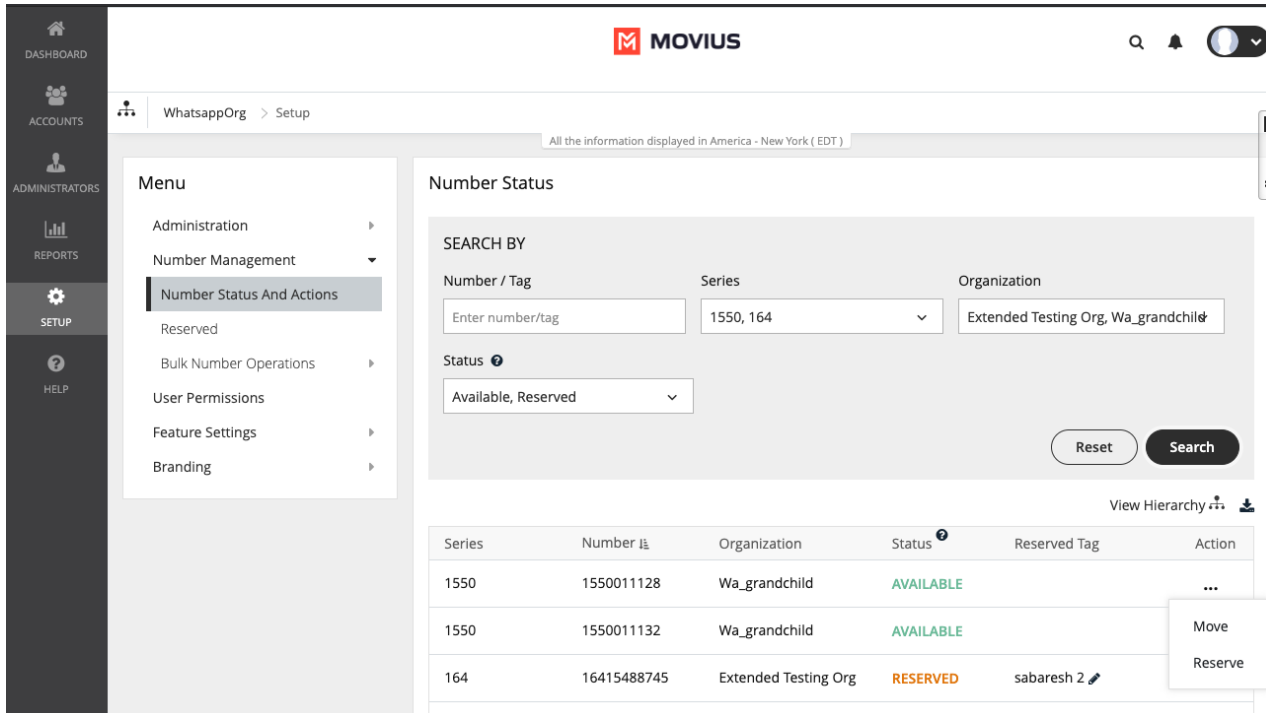
- **Results:**

- Results appear displaying Series, Number, Organization, Status, and Reserved Tag

Series	Number 	Organization	Status ?	Reserved Tag
1405	1405742292	Number_status	AVAILABLE	
1405	1405742293	TOPORG - DO N...	ASSIGNED	

How to move and reserve numbers

The menu icon in the Actions column will show Move and Reserve options for **Available** numbers. It will show the Move option for **In Use** and **Reserved** numbers.



Number Status

SEARCH BY

Number / Tag:

Series:

Organization:

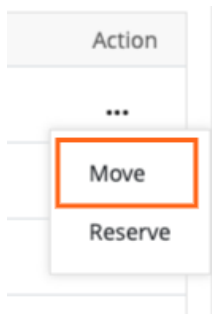
Status:

Reset Search

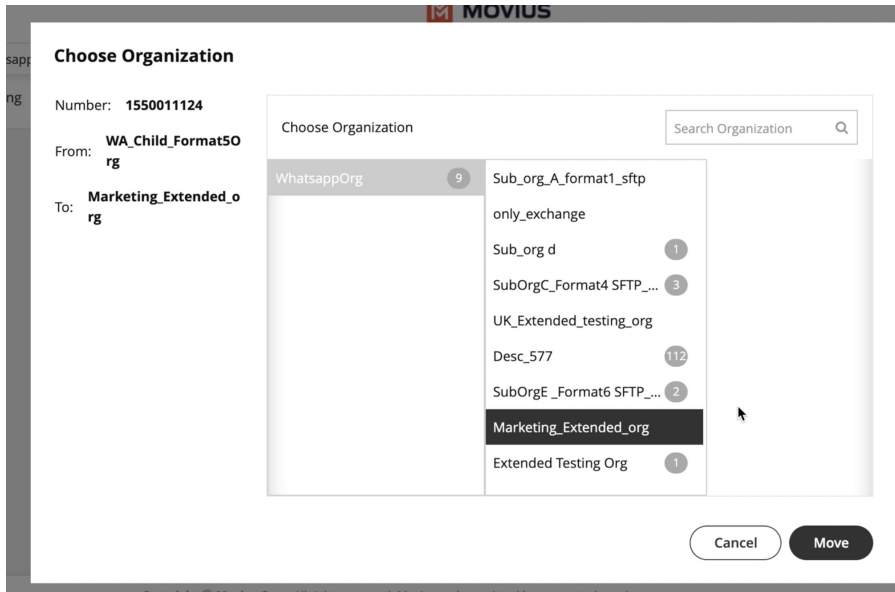
Series	Number	Organization	Status	Reserved Tag	Action
1550	155001128	Wa_grandchild	AVAILABLE		...
1550	155001132	Wa_grandchild	AVAILABLE		Move Reserve
164	16415488745	Extended Testing Org	RESERVED	sabaresh 2	

Move a number

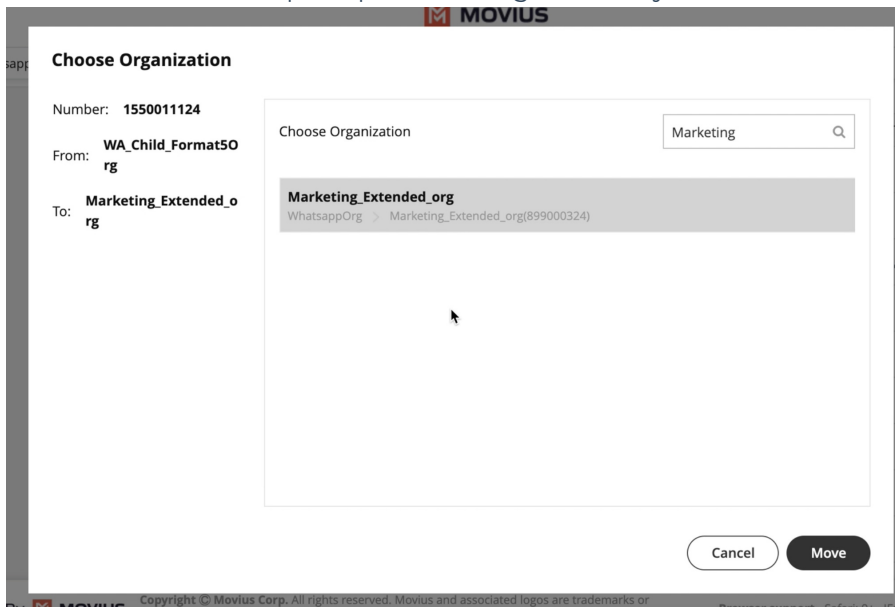
1. Click **Move** from the menu icon in the **Action** column.



2. There are two ways to select the organization you want to move the number to:
 1. Select an organization to display its sub-organizations and keep selecting until you have selected the organization you want to move the number to.



2. Use the search field to pull up the sub-organization you want and select it.



3. Click **Move**.

Add, edit, and delete Reserved tags

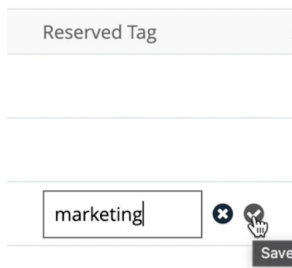
You can add Reserved Tags to Available numbers. If a number is reserved, the Reserved tag column will contain the reserved tag, otherwise it will be blank.

Reserve a number

1. Click **Reserve** from the menu icon in the **Action** column.



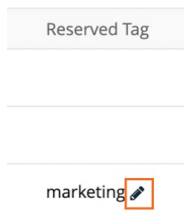
2. In the field that appears in the **Reserved Tag** column, enter your tag name. *Note: you cannot leave this field blank.*



3. Click the check mark to save, or 'x' mark to cancel.

Edit a tag

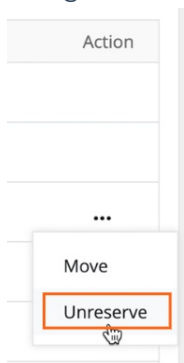
1. Click the **Edit** pencil in the **Reserved Tag** column.



2. Edit the tag name in the field.
3. Click the check mark to save, or 'x' mark to cancel.

Unreserve a number

1. Click **Unreserve** from the action menu to remove the tag. *Note: The status of the number will change from Reserved to Available.*



Manage Reserved Numbers

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](https://help.moviuscorp.com/help/delete-user-and-forward-calls) (<https://help.moviuscorp.com/help/delete-user-and-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" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Reserve a number

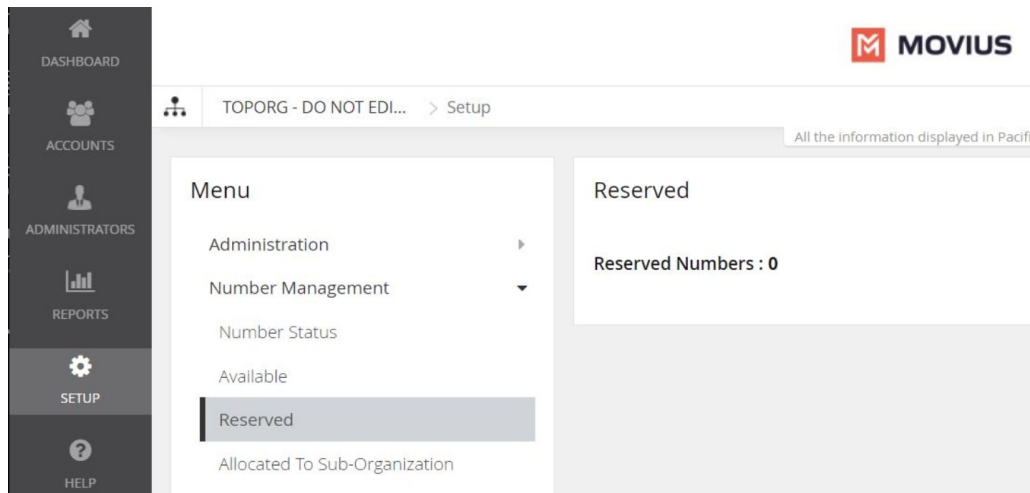
Reserve a number from Number Status and Actions

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.*

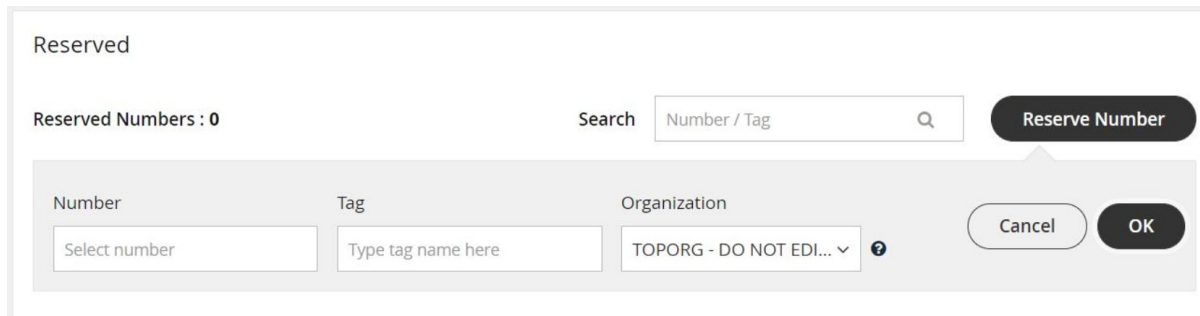
To Unreserve, click **Unreserve** from the Actions menu. This will remove the tag from the number and put it in the Available pool.

Reserve a number from Number Management

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

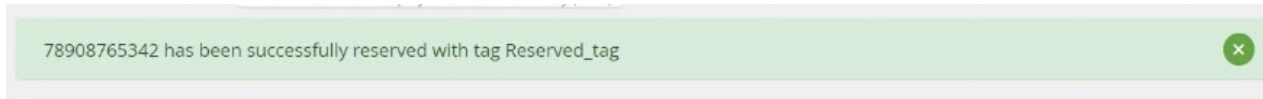


2. Click **Reserve Number**.



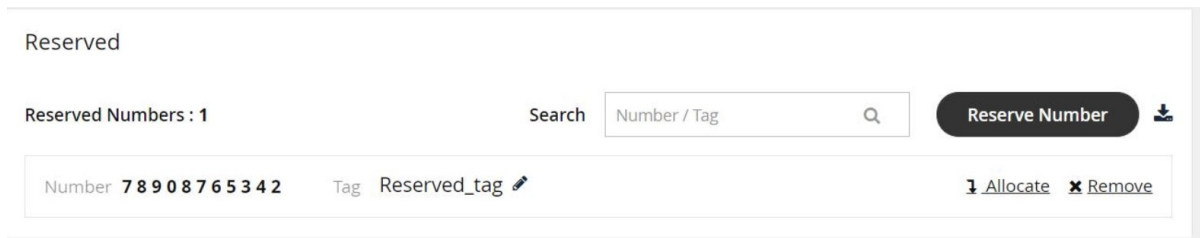
3. Select the number, enter the **Tag**, and select the Organization you are allocating the number to. Then click **OK**.

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



Edit a tag or forwarding number

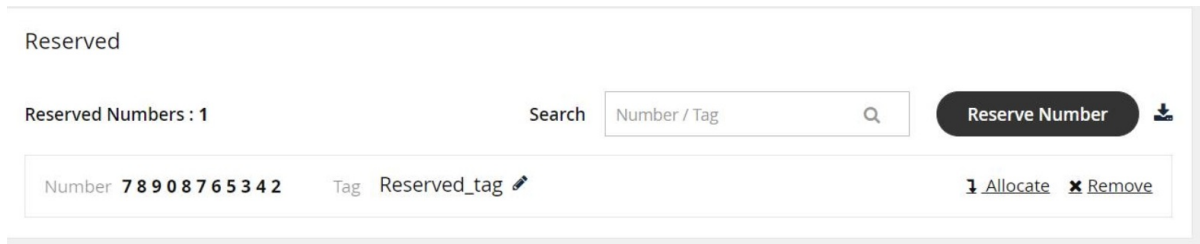
1. Go to **Setup > Number Management > Reserved Numbers**.
2. Search for the Number or Tag to narrow your results, if desired.
3. Click the **Edit** icon.



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**.



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

Withdraw Unused Numbers

Read this to learn how to withdraw an unused number.

Overview

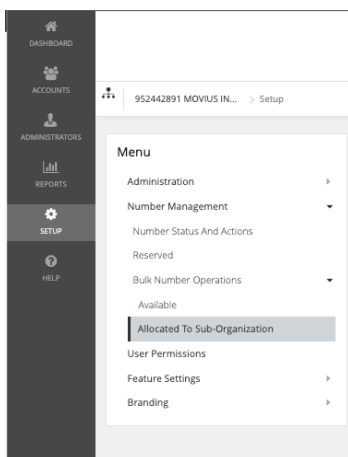
Withdrawing a number will remove it from being allocated to that Sub-Organization and moves it to the immediate parent organization. You can only withdraw unused numbers.

Before you Start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Withdraw unused numbers

1. Go to the sub-organization that has numbers allocated to it.
2. Go to **Setup > Number Management > Bulk Number Operations > Allocated to Sub-Organization**.



3. Click on the organization to expand it and view the allocated number series and click

Withdraw Numbers.

Allocated to Sub-Organization

Allocated Numbers : 348

▼ VAV 8 Numbers Allocated

Series	1419	Allocated	1	Unused	0	
Series	1470	Allocated	4	Unused	0	
Series	1561	Allocated	1	Unused	0	
Series	1816	Allocated	1	Unused	0	
Series	1917	Allocated	1	Unused	1	Withdraw Numbers

ENGG DS ORG - SHARED -

4. Enter the quantity to be withdrawn.

Withdraw Numbers

Unused numbers **1**

Enter quantity to withdraw :

5. Click **Proceed**. Note: the quantity should not be greater than the Allocated Numbers.

You're done!

When completed a confirmation message will appear

1 number from series 1256 has been successfully withdrawn from Digital Safe UK3 organization ✕

Allocated to Sub-Organization

Allocated Numbers : 153673

Allocate Numbers to Sub-organization

Read this to learn how to allocate a number to a sub-organization.

Overview

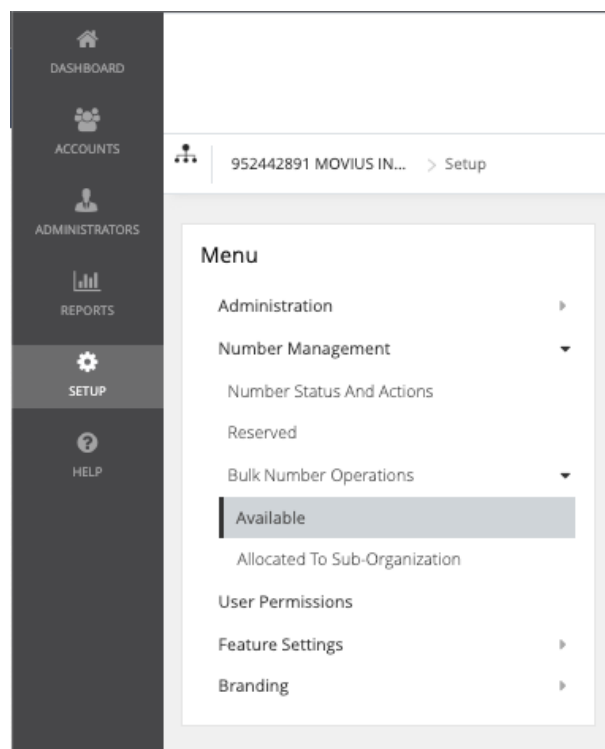
Allocating a number to a sub-organization will force the number to only be used within that Sub-Organization.

Before you Start

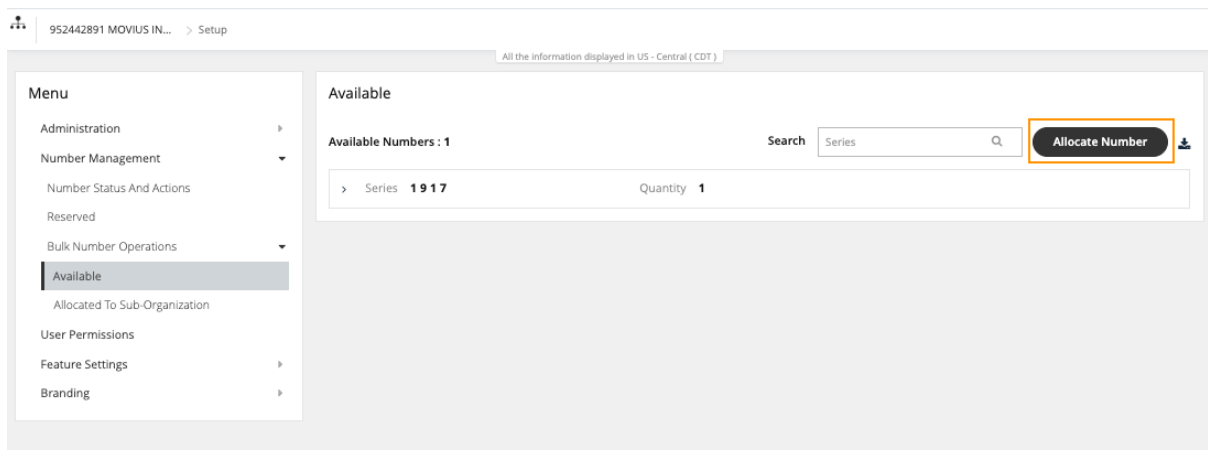
- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Allocate available numbers

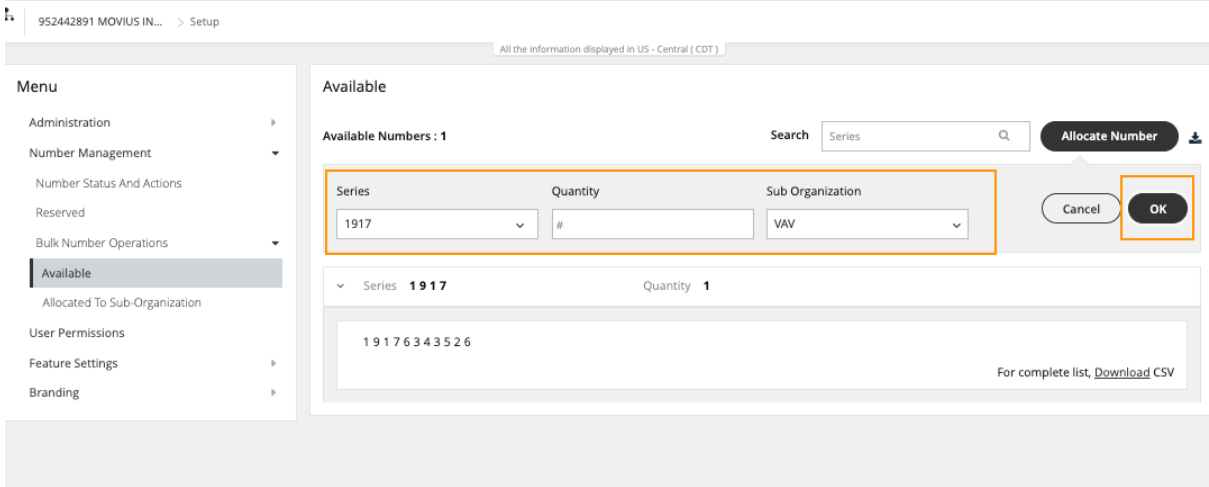
1. Go to the organization that has the available numbers that you want to allocate to a sub-organization.
2. Go to **Setup > Number Management > Bulk Number Operations > Available** .



3. Select the **Allocate Number** button. *Note: If there are no available numbers this option will not appear.*



4. Select the **Series**, **Quantity**, and **Sub Organization** you want to allocate the numbers to, then select **OK**.



952442891 MOVIUS IN... > Setup

All the information displayed in US - Central (CDT)

Menu

- Administration
- Number Management
- Number Status And Actions
- Reserved
- Bulk Number Operations
- Available**
 - Allocated To Sub-Organization
- User Permissions
- Feature Settings
- Branding

Available

Available Numbers : 1

Search Series

Allocate Number

Series	Quantity	Sub Organization
1917	#	VAV

Cancel OK

Series 1917 Quantity 1

1 9 1 7 6 3 4 3 5 2 6

For complete list, [Download CSV](#)