

CTTK

Phone numbers for users / Assign
Twilio Numbers to Users



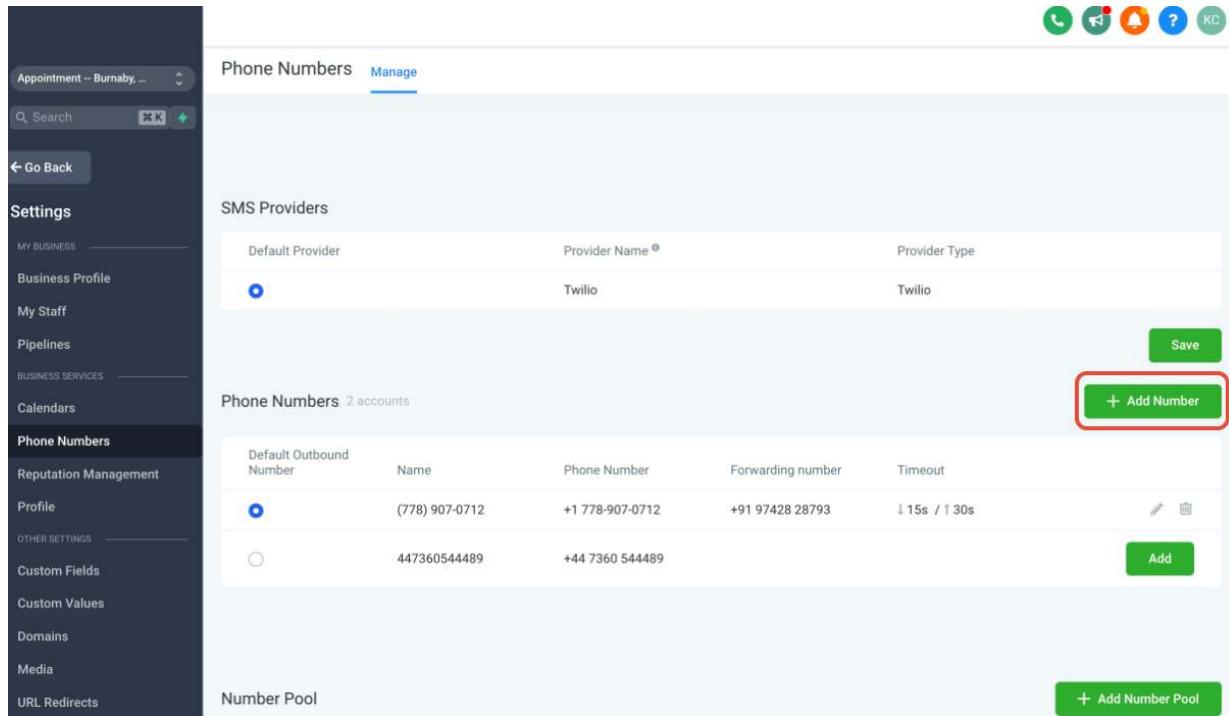
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Once you [Purchase a Twilio Phone Number](#), here's how to assign a dedicated Twilio number to each user:

1. Go to location Settings > Phone numbers > Click on Add Number

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Phone Numbers [Manage](#)

SMS Providers

Default Provider	Provider Name	Provider Type
Twilio	Twilio	Twilio

[Save](#)

Phone Numbers 2 accounts

Default Outbound Number	Name	Phone Number	Forwarding number	Timeout
Twilio	(778) 907-0712	+1 778-907-0712	+91 97428 28793	↓ 15s / ↑ 30s
None	447360544489	+44 7360 544489		Edit

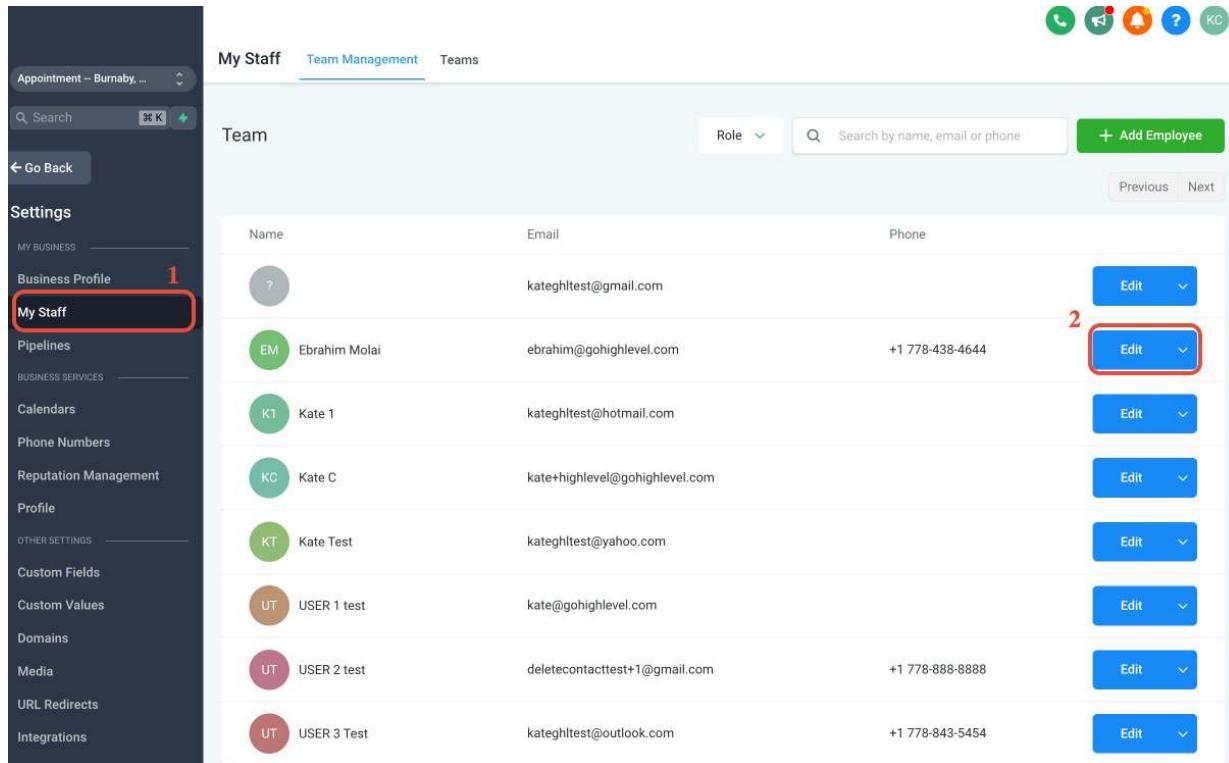
[+ Add Number](#)

Number Pool

[+ Add Number Pool](#)

2. Once you buy the number for the user

Go to **My Staff** > **Team Management** > **Edit** the user you want to assign the number to



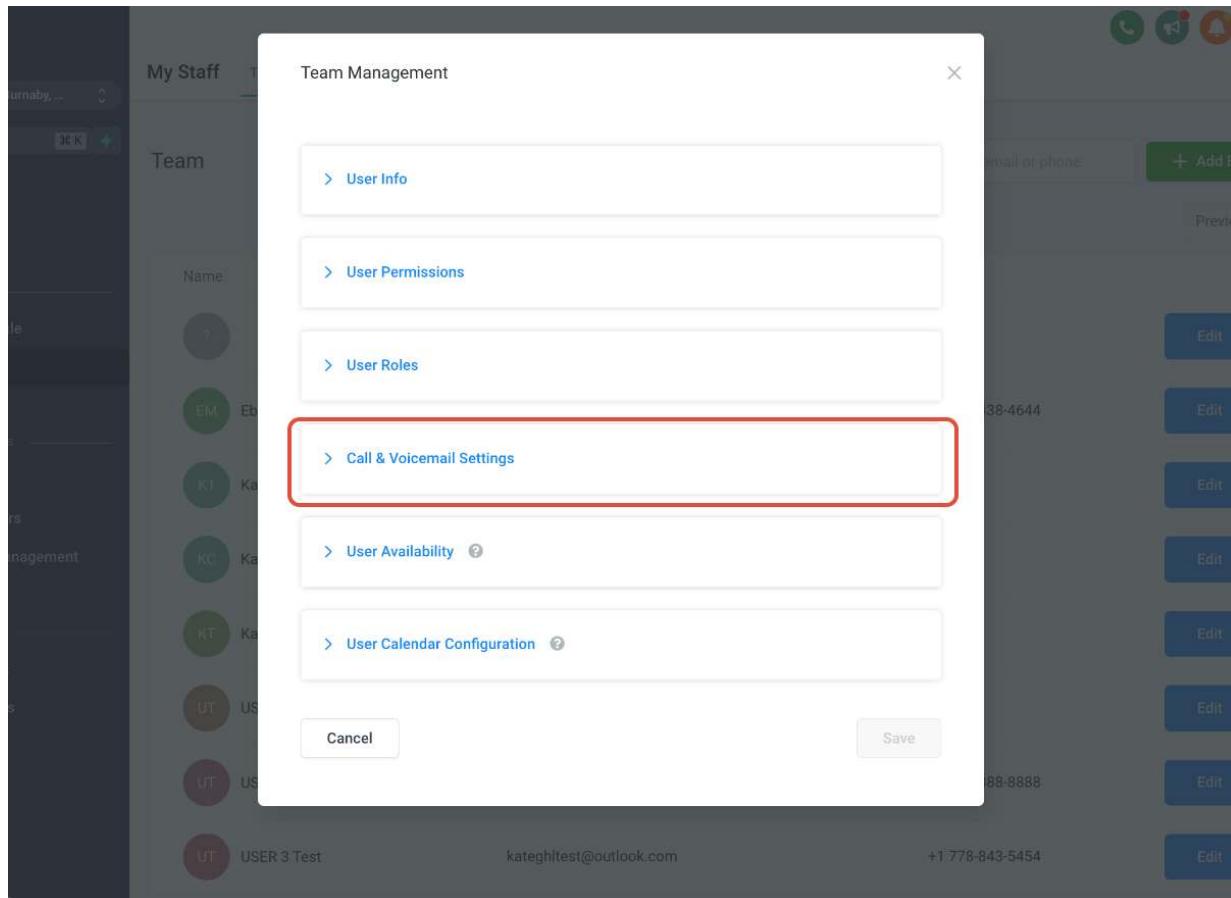
My Staff [Team Management](#) Teams

Team

Name	Email	Phone	
?	kategittest@gmail.com		Edit
EM	Ebrahim Molai	+1 778-438-4644	Edit
K1	Kate 1	kategittest@hotmail.com	Edit
KC	Kate C	kate+highlevel@gohighlevel.com	Edit
KT	Kate Test	kategittest@yahoo.com	Edit
UT	USER 1 test	kate@gohighlevel.com	Edit
UT	USER 2 test	deletecontacttest+1@gmail.com	Edit
UT	USER 3 Test	+1 778-888-8888	Edit

[+ Add Employee](#)

3. Expand Call & Voicemail Settings



4. Click on the dropdown to Select Twilio Number

Choose the number you bought for the user

We could only assign one Twilio number to one user.

Once the Twilio number is assigned, all calls to that Twilio number will route to the user's phone number even if the contact is assigned to another user.

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Call & Voicemail Settings

Inbound Twilio Number

Select Twilio Number

Forward calls to mobile app i

This voicemail message will be played instead of the one by phone carrier. We recommend a timeout of 20 seconds or less.

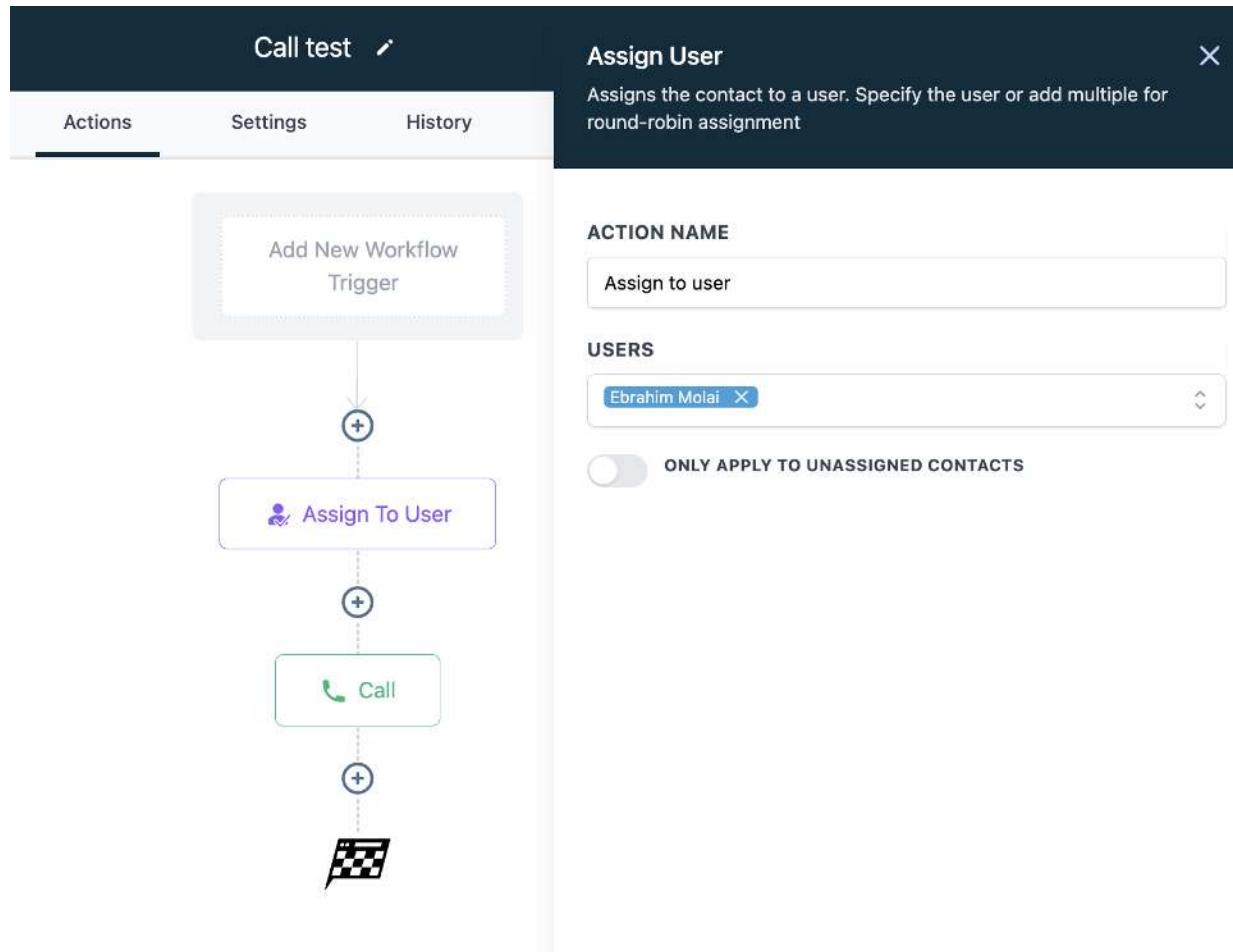
Incoming Call Timeout

No timeout 10 Secs 20 Secs

Upload mp3/wav file

We will record a voicemail if call isn't answered before this duration

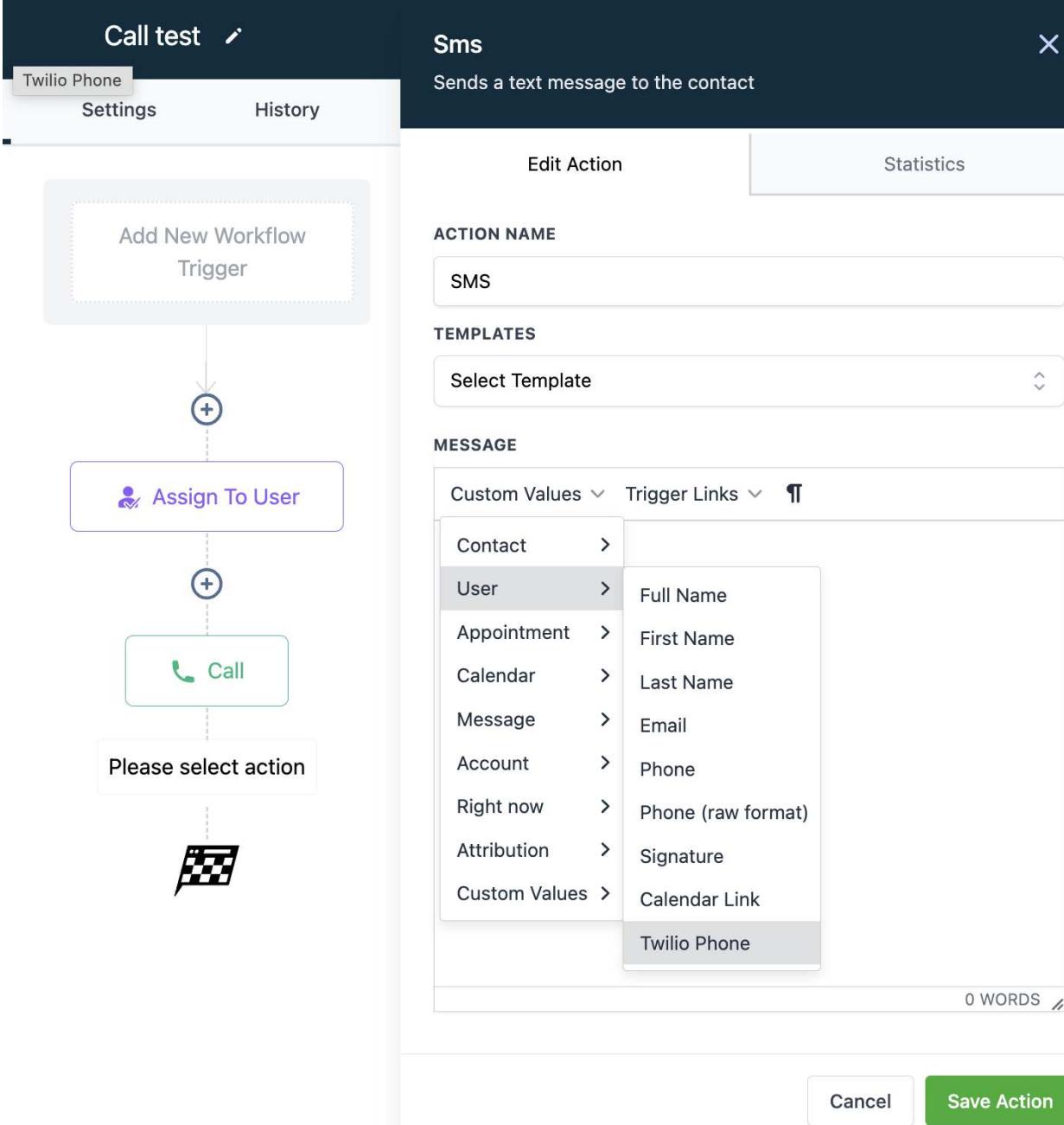
All calls & SMS will be using the Twilio number assigned to the user then.



6. You can use the following custom values in the workflow when sending sms/email:

User > Twilio Phone: {{user.twilio_phone_number}}

User > Twilio Phone raw format: {{user.twilio_phone_number_raw}}



The image shows a workflow diagram on the left and a configuration interface on the right.

Workflow Diagram:

```

graph TD
    A[Call test] --> B[Twilio Phone]
    B --> C[Settings]
    B --> D[History]
    C --> E[Trigger]
    E --> F[Assign To User]
    F --> G[Call]
    G --> H[Please select action]
    H --> I[Finish]
  
```

Configuration Interface (SMS Action):

- ACTION NAME:** SMS
- TEMPLATES:** Select Template
- MESSAGE:**
 - Custom Values: Trigger Links
 - Contact > Full Name
 - User > First Name
 - Appointment > Last Name
 - Calendar > Email
 - Message > Phone
 - Account > Phone (raw format)
 - Right now > Signature
 - Attribution > Calendar Link
 - Custom Values > Twilio Phone
- Buttons:** Edit Action, Statistics, Cancel, Save Action

FAQs:

1. How to send from the user-assigned Twilio number for manual SMS?

If you assigned the Twilio number to the user but SMS is still sending from the old default Twilio number instead of the Twilio number assigned to the user, please make sure you are login as the user to test SMS.

When sending an SMS to a contact we always get the User who is Logged In to be used as the Sender, we do that because even though the Contact may be Assigned to someone else, the specific User that is there might be talking about something else, or have a different approach, therefore they will want to use their own number to get replies to.

If the user login has no Twilio number assigned, we will use the default Twilio number in the location.

2. How to use this phone assignment feature for SMS/Voice capable only Twilio number setup?

3. How to use this phone assignment feature if we bought a new Twilio number and want to keep the old Twilio number to communicate with leads?