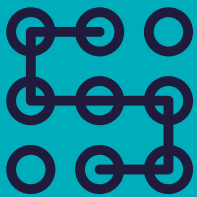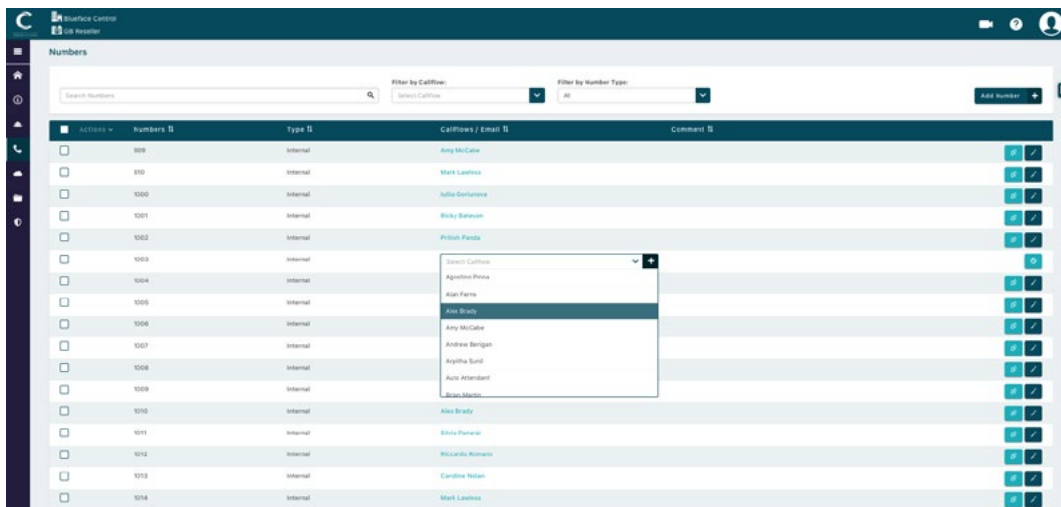WESTCOAST CLOUD VOICE
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NUMBER GUIDE

NUMBER GUIDE

The Numbers section allows you to manage your own external numbers (geographic, non-geographic, national, freephone or shared cost numbers) and also your internal numbers (such as an employee's internal extension number).

LINKING NUMBERS TO CALLFLOWS

To determine how numbers reach an endpoint, numbers must be linked to a callflow. A number cannot reach an endpoint without being linked to a callflow. Follow these steps to link a number to a callflow and finalise your configuration.

A   Select the phone icon from the left sidebar menu Followed Numbers.

B   Click the **'Not Set'** button, denoted by a link icon, to the right of the number you wish to link a callflow to.

C   Numbers can be linked to existing callflows from the dropdown menu that appears.

D   Once a callflow is linked to a number, the linked number will display to the right of the instead of Not Set. If Not Set still displays, the callflow will not reach an endpoint.

Callflows can be unlinked by clicking the **'Broken Link'** button to the right of the list of numbers. The **'Edit'** button, denoted by the pencil icon, can be used to change number details.

ADDING NEW NUMBERS

The Westcoast Cloud team will create your account, adding all internal numbers per your configuration guidelines. If you wish to add internal numbers at any time, you can do so in the Numbers section. External numbers can only be added by your account manager.

A   Visit the Numbers section using the instructions above.

B   Click on **'Add Number'**, this will reveal the **Add New Numbers** window.

C   Multiple sequential numbers can be added by using the **'Number'** and **'To'** fields.

D   Uncheck the **'Add Multiple Numbers'** box and enter the number you wish to add followed by the **'Add +'** button. Click **'Cancel ⊘'** to cancel.

E   A callflow can be linked to the number you are adding by using the callflow dropdown.

F   Describe the number using the comment text box at the bottom of the window.

Add New Numbers ✕

Choose number type: ☑ Internal   ◯ External

Internal number can have a minimum of 2 digit and a maximum of 5 digits. E.g. 1000, 20005.

Number: *   To: *

`1000`   `1001`   ☑ Add multiple numbers

You are going to add 2 numbers (from 1000 to 1001)

Callflow:

`Amy McCabe` ⌄

Comment:

Cancel ⊘   Add +

Internal numbers must be a minimum of two digits and a maximum of five digits. Certain three-digit number combinations cannot be used – 112, 999, 911, 171 etc – as these are reserved for emergency services and voicemail inbox access.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**