

KB LEVEL:	KB ARTICLE	KB NUMBER:
Telco	<i>How to Add Numbers to Existing Agent</i>	KB-TELCO-2019-02-25

KB Category:	How to Add Numbers to Existing Agent		
Author:	Cyrus JM M. Gallano	Date:	02/25/2019

Problem Description:	Add Number to Existing Agent
Symptoms and Cause of the issue:	Can't Call outbound

Figure 1

Steps:

- Log on to Ring Central's web console at [Ring Central Login](#).
 >Phone Number: +17023890313#102
 >Password: !D*****5
- From the main page, go to **Users > User List**.

Status	Name	Number	Ext.	Roles	Department	Site	Msg.	Operation
✓	Anton Stepanov	(702) 659-7059	141	Standard ...	UI-Russia	UI-Eng-B...	0 / 5	Disable
✓	April Sumarago	(702) 570-2179	106	Standard ...	UI-English	UI-Eng-B...	0 / 2	Disable
✓	Evans San J.	(702) 637-1353	109	Standard ...	UI-English	UI-Eng-B...	0 / 0	Disable
✓	Florian Schroe	(702) 979-1295	161	Standard ...	UI-German	UI-Eng-B...	0 / 0	Disable
✓	Harald Roy P.	(702) 659-7089	121	Standard ...	UI-French	UI-Eng-B...	0 / 5	Disable
✓	Jibee Yi		185	Standard ...	UI PATH	Company	0 / 0	Disable

KB LEVEL: Telco	KB ARTICLE	KB NUMBER:
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3. Check the User that doesn't have Number **Click the User.**

[Delete](#)
[Enable](#)
[Disable](#)
[Resend Invite](#)
[Apply Templates](#)
[Change Site](#)

Status	Name
	Anton Stepanov
	April Sumarago
	Evans San Jose
	Florian Schropp
	Harald Roy Petit
	Ilhee Yi
	Jongwook Park
	Liam Gonzales

Ilhee Yi

[Ext. 185](#)
[Outbound Calls/Faxes](#)
[Meetings](#)
[Notifications](#)

User Details

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages

4. Click **Phone & Numbers** and Click **+ Add Direct Number**

Phones & Numbers

Numbers

Phones

Conference

+ Add Direct Number

Number	Type	Name	Operation
No numbers are available.			

KB LEVEL: Telco	KB ARTICLE	KB NUMBER: KB-TELCO-2019-02-25
	<i>How to Add Numbers to Existing Agent</i>	

5. Click **Local (Domestic)**
Choose *Select State/Province* "**Nevada**"
Choose *Select Area Code* "**702 – Las Vegas**"
Choose Available Numbers.
Click **Add Number**
Click **Next**

1 Select Numbers
2 Confirm Order
3 Order Confirmation

Select Number Type
☒ Local (Domestic)
☐ Toll-Free
☐ Vanity
☐ International

Select State/Province
Nevada
Select Area Code
702 - Las Vegas

Selected area code unavailable - alternate numbers are shown

Available Numbers

☐ (725) 605-8602
☐ (725) 696-4989
☐ (725) 696-8679
☐ (725) 696-8686

☐ (725) 696-8693
☐ (725) 867-1107
☐ (725) 867-1109
☐ (725) 867-1113

☐ (725) 867-1114
☐ (725) 867-1122
☐ (725) 867-1126
☐ (725) 867-1128

☐ (725) 867-2764
☐ (725) 867-2766
☐ (725) 867-2768
☐ (725) 867-2771

☐ (725) 867-3312
☐ (725) 867-3316
☐ (725) 867-3324
☐ (725) 867-3328

Add Number

Selected Number
(725) 867-2767

Cancel
Next

KB LEVEL: Telco	KB ARTICLE	KB NUMBER: KB-TELCO-2019-02-25
	<i>How to Add Numbers to Existing Agent</i>	

6. Check the **Agreement** and Click **Next**

Add Direct Number
×

✓ Select Numbers
2 Confirm Order
3 Order Confirmation

Charges

07/17/2019 - 08/16/2019	Charges
Additional RingCentral Services ⓘ	\$4.99 Expand
Charges: \$4.99	

Adjustments

07/17/2019 - 07/22/2019	Credit
Prorate Adjustment - Additional RingCentral Services ⓘ	(\$0.80) Expand
Adjustments: (\$0.80)	

Taxes, Charges and Fees

<input type="checkbox"/> State and local taxes and fees	\$0.12
Federal Universal Service Fund	\$0.46
Taxes and Fees: \$0.58	
Total Charges: \$4.99	
Total Adjustments: (\$0.80)	
Total Taxes & Fees: \$0.58	
Sub-total: \$4.77	
Total deducted from account credit balance: \$0.00	
Total charged to credit card: \$4.77	

Adjustments are calculated based on the unused portion of your previous service(s) and deducted from the cost of your new service(s)

All charges will appear as "RingCentral, Inc" on your credit card statement and will be charged to the credit card on file for this account. Your credit card information is encrypted and processed on a secure server.

☒ I acknowledge that I have read this information and understand the itemized charges listed above. I authorize the total amount of \$4.77 to be charged to my credit card ending in [*3007]. I further authorize the monthly recurring charges of \$4.99* beginning on 08/17/2019 and continuing until canceled, which is in addition to my regular charges.

* Prices do not include taxes or fees

Back
Next

KB LEVEL: Telco	KB ARTICLE	KB NUMBER:
	<i>How to Add Numbers to Existing Agent</i>	KB-TELCO-2019-02-25

7. Screen shot the **Bill** and **Advise** Sir. Nate, (nmartinez@openaccessbpo.com) Click **Done**.

Add Direct Number

✓ Select Numbers
✓ Confirm Order
3 Order Confirmation

Account Number: (702) 389-0313
Service Plan: RingCentral Office Premium 2 - 99 lines
Statement Date: 07/23/2019
Paid By: AmericanExpress[3007]
Reference#: 2010985023

Billed to:
Open Access BPO
Benjamin Davidowitz
655 Skyway Road, #121, I
San Carlos, California 94070
United States
Pay to:
RingCentral, Inc.
20 Davis Dr
Belmont, CA 94002

Charges:

07/17/2019 - 08/16/2019	Charges:
Additional Local Number - (725) 867-2767	\$4.99
Charges: \$4.99	

Adjustments:

07/17/2019 - 07/22/2019	Credits
Prorate Adjustment - Additional Local Number - (725) 867-2767	(\$0.80)
Adjustments: (\$0.80)	

Taxes, Charges and Fees

Federal Universal Service Fund	\$0.46
State and local taxes and fees	\$0.12
Taxes and Fees: \$0.58	

Total Charges:	\$4.99
Total Adjustments:	(\$0.80)
Total Taxes & Fees:	\$0.58
Sub-total:	\$4.77
Total charged to credit card:	\$4.77

Print Done

8. Click **Done**.

New Site

✓ Site Info
✓ Site Settings
✓ Number(s)
✓ Caller ID Name
✓ IVR Menu
6 Summary

The new site is created successfully. You can now create or assign users, phone numbers and devices to the site. Site information can be viewed and edited later within Phone System > Company

Done

KB LEVEL:	KB ARTICLE	KB NUMBER:
Telco	<i>How to Add Numbers to Existing Agent</i>	KB-TELCO-2019-02-25

Verification:

1. Check **Phone & Numbers**.

^ **Phones & Numbers**

Numbers

Phones

Conference

+ Add Direct Number

Number	Type	Name	Operation
(725) 867-2767	Direct		Edit

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