# Title: Labels for other phone numbers

We had discussed the following:  
1. Understand Freshsales's implementation of other phone numbers.   
2. Identify any gaps in the implementation of other phone numbers in Freshcaller and MCR.

The following decisions are taken:

1. Mobile and Work need to be kept as separate fields and other phone number field is used to capture other phone numbers with labels. These need to remain as 3 separate fields as there are workflows configured based on Work and Mobile.
2. Freshcaller to sync these other phone numbers with their respective label IDs

The following are the action items:

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| **Action Item** | **Owner** |
| Move the other phone numbers to Formserv | Freshsales |
| Communicate with formserv to not have label is a mandatory field | Freshsales |
| Resolve the use-case of duplication of same event to MCR when a call happens | Freshsales and Freshcaller |
| Search for Phone number - other and work | MCR |