

# Lead Numbers

## Feature Overview

Services like Auto Attendants, Hunt Groups, and Enhanced Hunt Groups can be valuable tools for any size business. But over time business environment's change, organizational structures change – and the phone system and related services need to be able to change with them.

Lead Numbers are the numbers callers dial into to get to the Auto Attendants, Hunt Groups, Call Queues, Call Centers, Meet-Me Conferences and/or Group Paging groups. In the event you determine you would rather have a different number route into one of these services, you typically need to call your service provider or technician to make this change – consuming both time and money. With BroadCloud, you can make these changes any time you want, with a real-time impact, at no cost.

## Feature Prerequisites

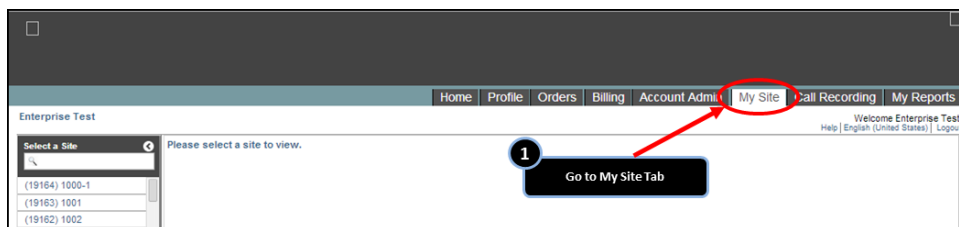
Before the Lead Number management service can be used the following conditions must be met:

- At least one Auto Attendant, Hunt Group, Call Queue, Call Center, Meet-me Conference and/or Group Paging group must be active on the site.
- At least one alternative 2-Way phone number must be available in the sites inventory.

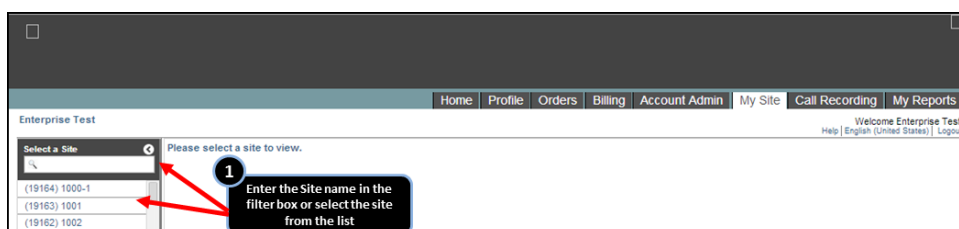
## Feature Setup

To use this service, log in to My Account, then simply follow the steps detailed below.

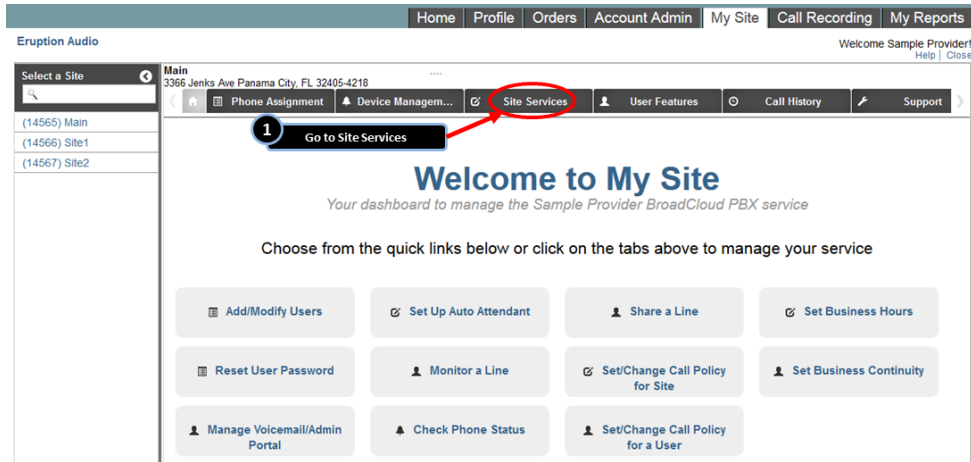
### Step 1: Go to My Site



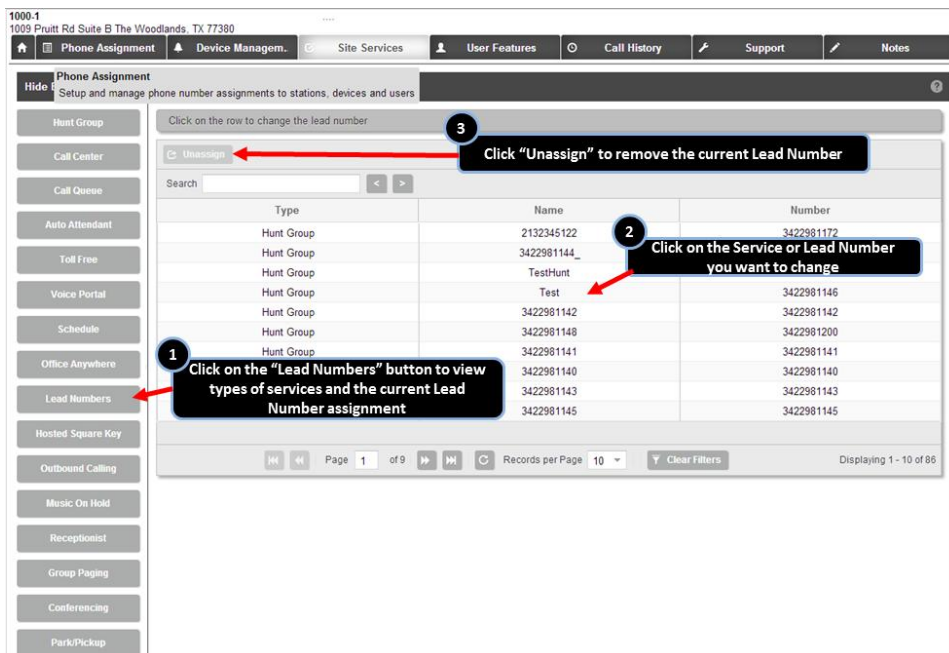
### Step 2: Select the appropriate Site to configure



### Step 3: Go to Site Services



### Step 4: Select and update the Lead Numbers



### Step 5: Change Lead Numbers

The screenshot shows the 'Lead Numbers' interface. At the top, there is a header 'Lead Numbers' with a help icon. Below it is a instruction: 'Click on the row to change the lead number'. There is an 'Unassign' button and a search field. The main part of the interface is a table with columns 'Type', 'Name', and 'Number'. The table contains several rows of 'Hunt Group' entries. A callout box with a red arrow points to the 'Number' column of the second row, containing the text: '1 Select the new Lead Number from the list of available 2-way numbers in the drop down box'. The footer of the interface shows pagination: 'Page 1 of 9' and 'Records per Page 10'.

Type	Name	Number
Hunt Group	2132345122	
Hunt Group	3422981144	6322121088 ( 6322121088)
Hunt Group		3422981186 ( 3422981186)
Hunt Group		3422981160 ( 3422981160)
Hunt Group		3422981203 ( 3422981203)
Hunt Group		3422981172 ( 3422981172)
Hunt Group		3422981144 ( 3422981144)
Hunt Group		3422981148 ( 3422981148)
Hunt Group		3422981208 ( 3422981208)
Hunt Group		3422981207 ( 3422981207)
Hunt Group		3422981205 ( 3422981205)
Hunt Group		3422981202 ( 3422981202)
Hunt Group		3422981204 ( 3422981204)