



Practical training and resources for building a successful text marketing business

Phone Numbers: Assigning a Number to a Company

Assign an existing Twilio phone number to the correct company in your platform.

The screenshot shows the 'Phone Number Management' interface. The left sidebar has a 'Phone Numbers' link highlighted with a red circle. The main content area has a 'Phone Number Management' header and a table of phone numbers. The 'Assign' button in the actions column is circled in red.

Phone Number Management
Manage Twilio phone numbers for SMS messaging

Add Phone Number

Phone Number Management Guide

Release vs Delete:

- **Release:** Removes the phone number from a company but keeps it in the system for future assignment to other companies
- **Delete:** Permanently removes the phone number from the system (cannot be undone)

Best Practice: Use "Release" when you want to reassign a phone number to a different company. Only use "Delete" when you no longer need the phone number at all.

PHONE NUMBER	FRIENDLY NAME	ASSIGNED COMPANIES	STATUS	CREATED	ACTIONS
+18334350502	test	Unassigned	Active	7/8/2026	Assign Edit Deactivate Delete

STEP 1

Find the phone number

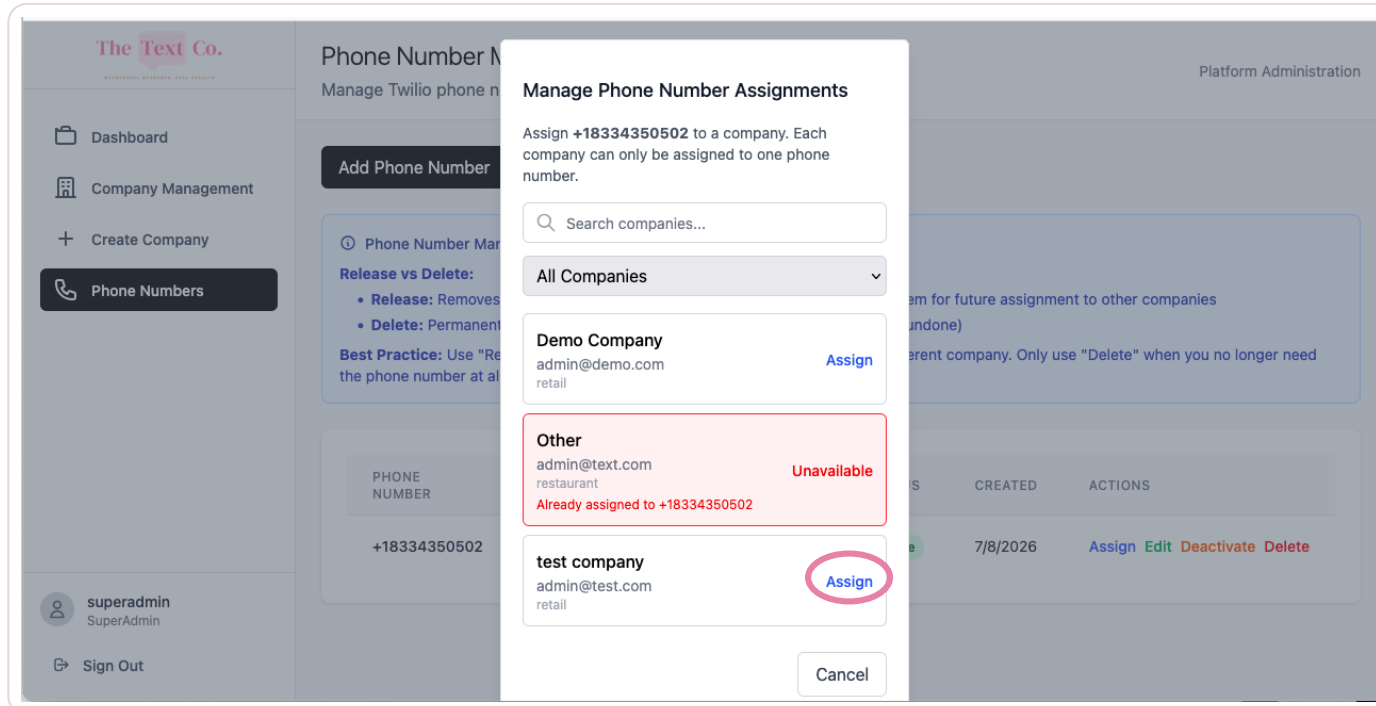
- 01** Open Phone Numbers from the SuperAdmin navigation.
- 02** Locate the unassigned phone number.
- 03** Under Actions, select Assign.

BEFORE YOU BEGIN

This guide assumes the number has already been set up in Twilio and added to your platform.

2. Choose the Company

The Manage Phone Number Assignments window shows the companies available for this number.



WHAT TO DO

- 01 Find the company you want to connect to the number.
- 02 Use Search companies if needed.
- 03 Select Assign beside the correct company.

BEST PRACTICE

Use one dedicated phone number per company. A company marked Unavailable already has a phone number assigned and cannot receive another one.

3. Confirm the Assignment

After assignment, return to Phone Number Management and confirm the company is connected to the number.

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Platform Administration

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PHONE NUMBER	FRIENDLY NAME	ASSIGNED COMPANIES	STATUS	CREATED	ACTIONS	
+18334350502	test	test company admin@test.com	Release	Active	7/8/2026	Manage (1) Edit Deactivate Delete

superadmin
SuperAdmin

Sign Out

WHAT TO DO

- 01 Confirm the correct company appears under Assigned Companies.
- 02 Confirm the phone number still shows an Active status.

NOTE

To reassign a number later, use Release. Release keeps the number available in the system. Delete permanently removes it and cannot be undone.