

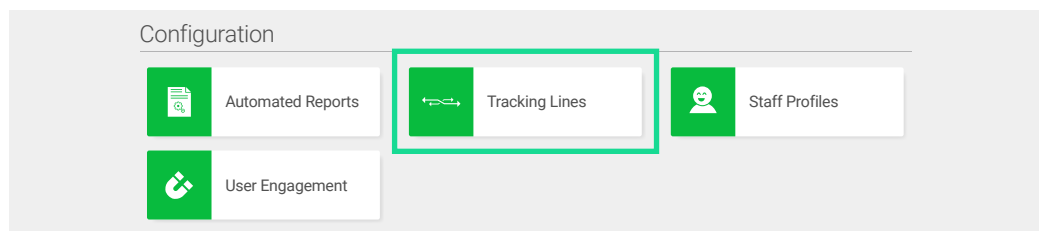


PROVISIONING TRACKING LINES

Call Box recommends creating a new tracking line within your Call Box account for each unique marketing source. This ensures you will receive an accurate report of each marketing source's success and can attribute booked appointments to specific campaigns.

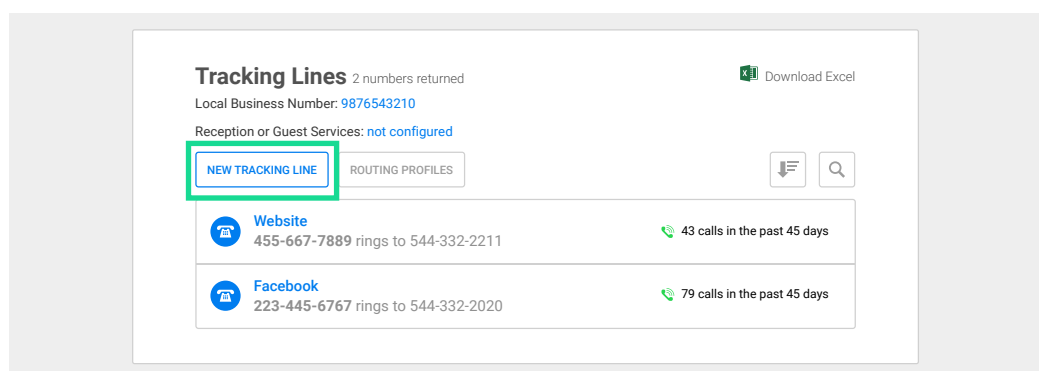
1

To provision a new tracking line, click on the green **Tracking Lines** pod under Configuration.



2

At the top of your list of tracking lines, select **New Tracking Line**.



From here, name your tracking line something easily recognizable or the same name as the campaign itself.

The screenshot shows a web form titled "Create a Tracking Line". The form has several input fields and a submit button. Annotations are placed as follows: 'a' points to the "Toll-free or Local:" radio buttons; 'b' points to the "Tracking Line Department:" text input; 'c' points to the "Routing:" dropdown menu; and 'd' points to the "CREATE LINE" button. The "Direct Ring-To Number:" field contains the number "5432101234".

Create a Tracking Line

Tracking Line Name: ⓘ
ex. Holiday Mailer

Tracking Line Department: ⓘ
ex. Sales

Toll-free or Local: ⓘ
☐ Toll-free ☐ Local

Routing: ⓘ
Direct Ring-To

Direct Ring-To Number: ⓘ
5432101234

+ CREATE LINE

a

Choose if you would like the tracking line to be a local or toll-free phone number.

b

Optionally, you can include the department the line is associated with, such as a particular specialty or call center versus front desk.

c

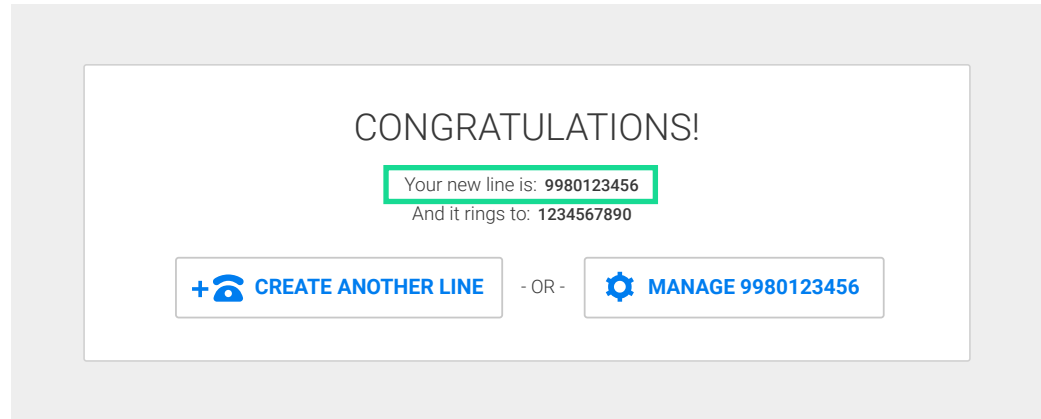
Under Routing, choose whether the tracking line rings to a single phone number, pre-recorded phone tree, or other advanced call routing profile.

d

Click **Create Line**.

4

You'll be directed to a confirmation screen that lists your new tracking line that is ready to be placed on your unique marketing source.



HAVE QUESTIONS ABOUT PROVISIONING TRACKING LINES?

Contact Call Box's Support Team at 214-446-7867.

