Show caller ID based on area code and/or campaign (Dynamic)

ServiceTitan will prioritize the tracking number to display as the outgoing caller ID in the following ways:
- Tracking number with a matching area code, without a campaign
- Tracking number with a matching area code, with a campaign
- If there are no tracking numbers with a matching area code, it will use the first number on the Admin page.

Note: Tracking numbers may be listed in a different order than on the UI. This list is not visible to most people.

Set up: None required

Set a specific outgoing caller ID (Static)

Show a specific number as your Caller ID. This is useful so that calls returned do not artificially inflate marketing campaign, call counts, or other statistics.

Set Up: Update your 'Outgoing Caller ID' config with the desired ServiceTitan tracking number in the following format: +1XXXXXXXXXX.

Allow CSRs to set caller ID before outbound call (Customized)

Manage how your calls show on your customers' caller IDs. For example, make it look like you're a local phone number, even if you're calling from out of state.

Set up: Config 'Enable Custom Outbound CallerID'. Go to *Settings>Integrations>Phone>Phone Numbers* to enter a description for the number you want to use. When calling a customer from the Call screen, click the dropdown and choose the caller ID you want to use, then click the Call button.

Set up your Caller ID Name (CNAM)

Make your name appear on the Caller ID screen when you dial. By updating the Caller ID name, we are only updating the database. The receiving phone must check the database to retrieve and show the information. Note, CNAM only displays on landlines.

Set Up: An admin must submit a request to Support with the phone number and Name they would like to use. The Caller ID name can only be set up for local tracking numbers (not toll free) and is limited to 15 characters. Note: Change may take several days to take place.

Set up unique and specific caller IDs for technicians

Useful for businesses who employ sales technicians and any other technicians who are the main point of contact with the customer.

Setup:
- Contact Support to enable
- Once enabled, go to *Settings>People>Technicians*
- Select Technician and click *Edit*.
- Select from Outbound Caller ID dropdown

Questions? Need help with set up?

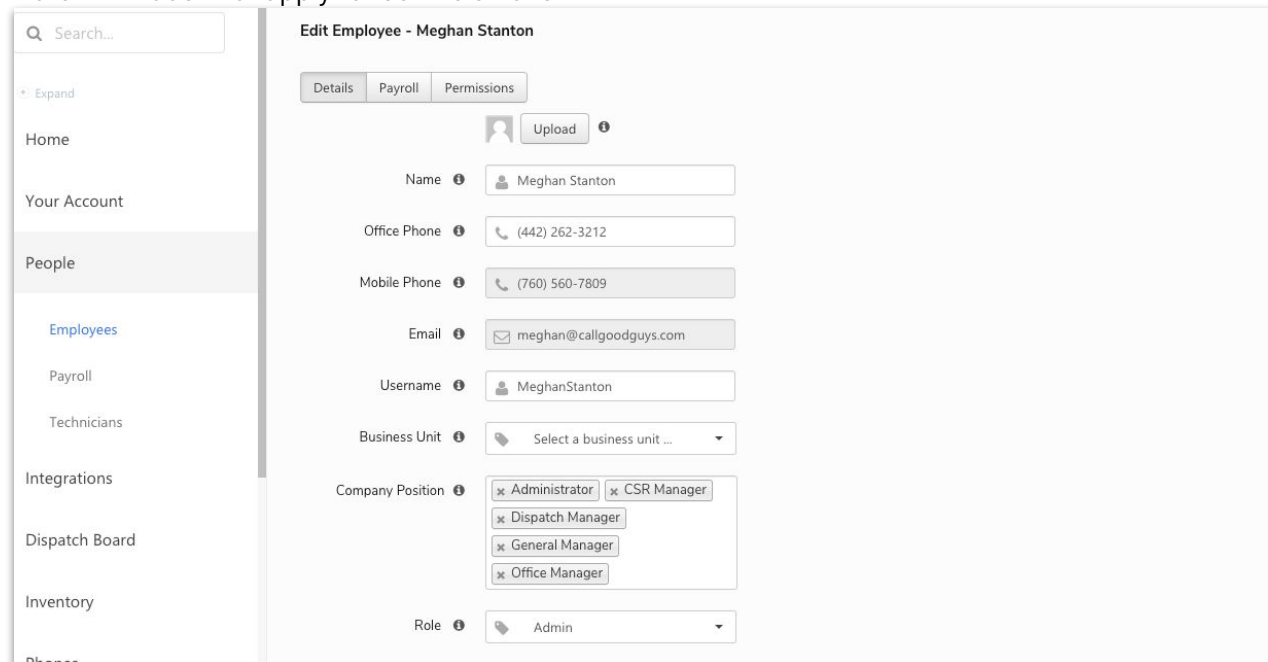Knowledge Base Support

ServiceTitan Office Users:

Click-to-call allows your company to click a phone number in ServiceTitan to dial out to your customers. This allows your office team to dial without having to take the time to manually dial a customer. When you click to call out on a number, ServiceTitan will call you first at the phone number listed in the "Office Phone" field in your ServiceTitan profile and initiate a conversation between you and the customer.

After your advertised number ports, please check the following to ensure click-to-call works for you.

- Check your Office Phone field in your user profile
- Update this phone number to one that did NOT port to ServiceTitan and is NOT a tracking number
- Make sure this phone number rings directly to the caller. Using a Forward To number is not recommended as it will ring to all users that answer on that number.

Note: This does not apply to technician users.

Questions? Need help with set up?

[Knowledge Base Support](#)

Edit Employee - Meghan Stanton

| Details | Payroll | Permissions |

Name: Meghan Stanton
Office Phone: (442) 262-3212
Mobile Phone: (760) 560-7809
Email: meghan@callgoodguys.com
Username: MeghanStanton
Business Unit: Select a business unit ...
Company Position: Administrator, CSR Manager, Dispatch Manager, General Manager, Office Manager
Role: Admin