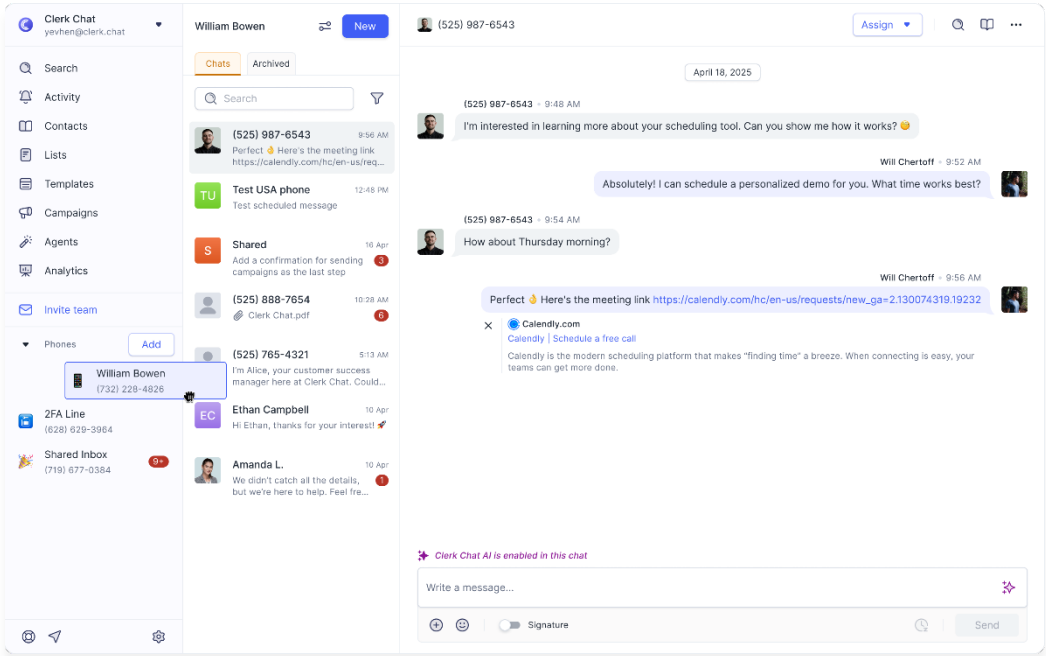


Managing Phone Number Inboxes

This guide provides an overview of ways you can customize and manage your phone numbers | inboxes effectively.

To Reorder Your Inboxes

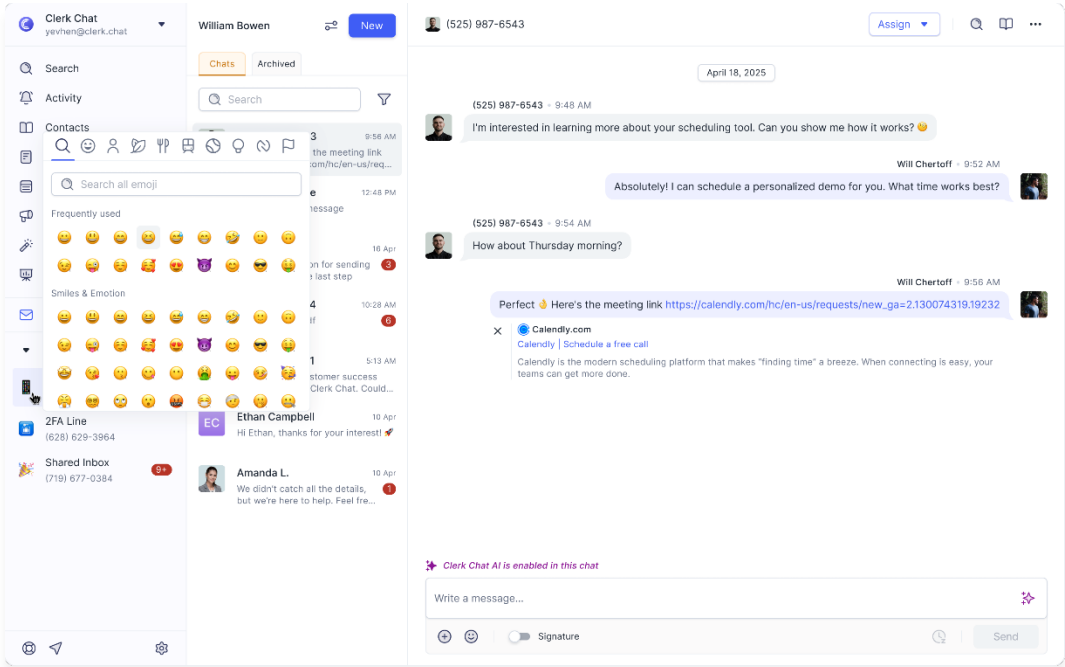
To Simply click and hold an inbox, then drag it to the desired position in the list.



To Change the Inbox Icon

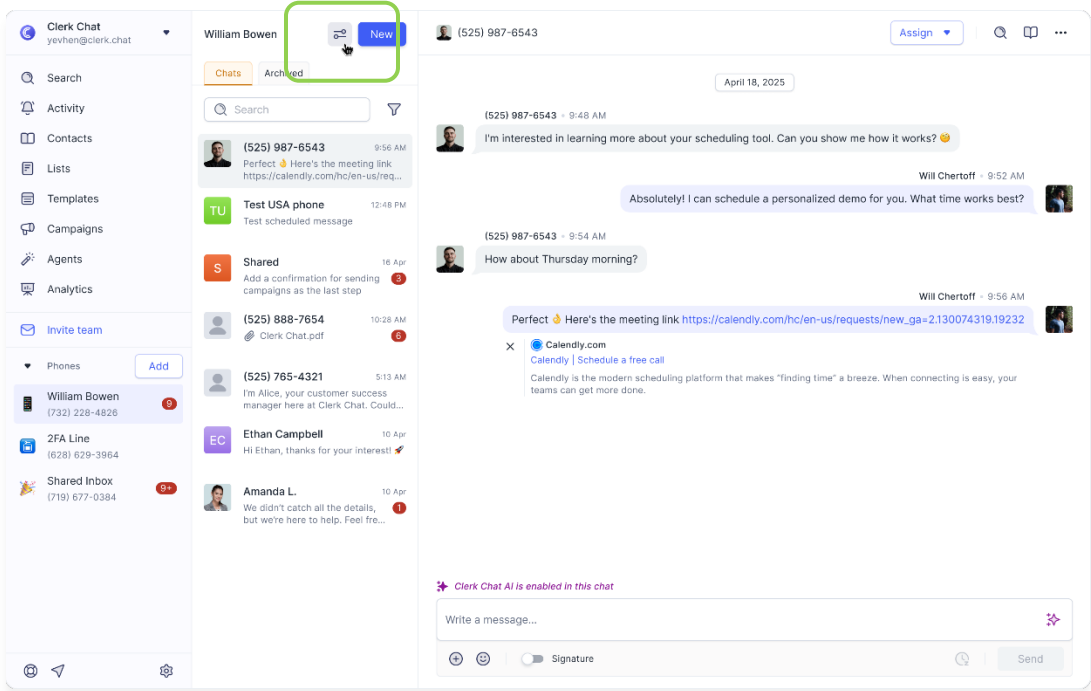
To update the emoji icon for your inbox:

1. Click on the ellipsis **three dots** to the right of the inbox and select **Settings**.
2. Click on the icon and choose a new icon for your inbox. It will automatically save the change.

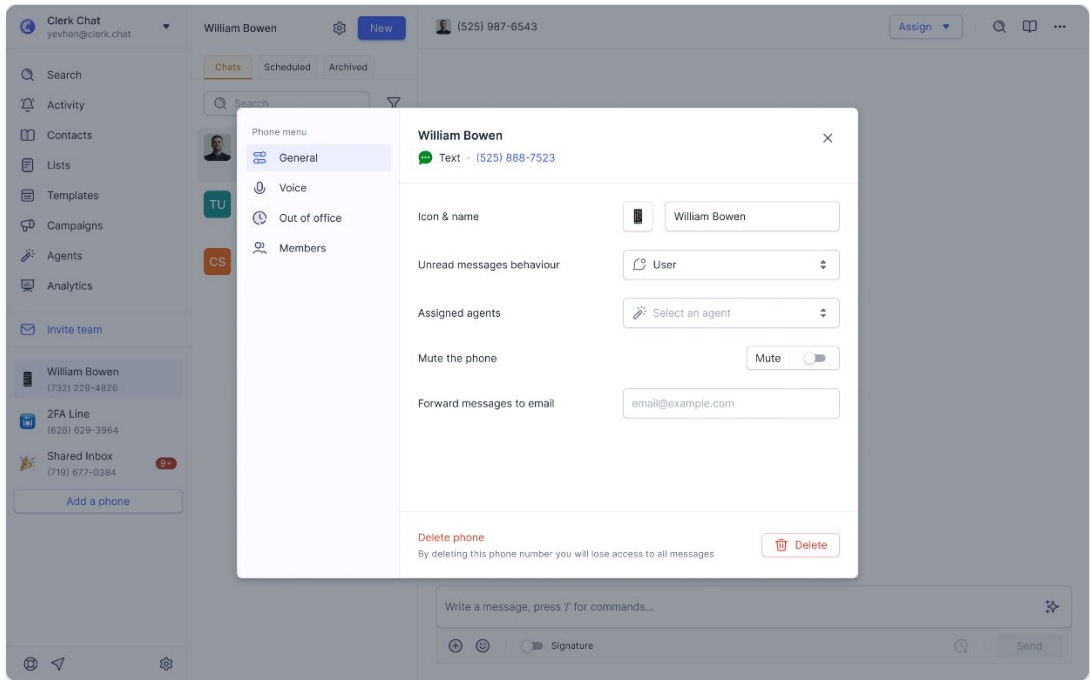


To Manage General Settings

To customize the general features for an inbox, open the inbox and click on the **Settings** (filter) icon.



General Inbox Settings



For All Members:

- **Name:** Click **Edit**, update the inbox name, and click **Save**. Example: Change "Main" to "Support Tier1."
- **Emoji/Icon:** Select a new inbox icon.
- **Mute Inbox:** Mute notifications from this inbox.

For Workspace Owners:

In addition to the General setting options available to all members shown above, Owners/Admins can also:

- **Set inbox unread message behavior:** Apply to the inbox or the entire team.
- **Assign an agent:** Add a specific agent to the inbox.
- **Forward inbox messages:** Automatically forward inbox messages to an email.
- **Delete inbox:** Permanently remove the inbox along with all messages, conversations, and associated phone numbers. ⚠ This action **cannot** be undone.