

# Service Provider's Call Screening

This page contains instructions on how to manage a service provider's collection of phone numbers and corresponding categories.

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## Overview

The database contains the categories and the corresponding phone numbers used for screening the outgoing calls of the service provider's organizations.

In the **Call Screening Database for <service provider\_name>** management page, you will be able to:

- view the phone numbers assigned to categories
- define new numbers by clicking the [Add Phone Number](#) icon available in the **Tools** section
- manage the database categories
- search for specific numbers used for call screening
- remove extensions that no longer need to be screened on outgoing calls

For more information, check the [Call Screening](#) section.

## Add phone numbers

In order to add numbers, at least one database category must be defined for the service provider. However, note that you cannot add a new number to a category defined for other accounts.

The **Add Phone Numbers** page allows you to import numbers from a file or to manually add them from the web interface using the controls available in the following sections:

- Import Database Numbers
- Add Database Numbers

For more information, read the [Manage Restricted Phone Numbers](#) page.

## Database categories

Database categories are phone number collections used for screening purposes, as detailed in the [Call Screening](#) section.

The difference between the administrator's database categories and the service provider's is the inheritance level. Only three levels are available:

- **Service Provider Level:** The database category is visible to the service provider account only.
- **Organization Level:** The database category is visible to the service provider and the organization accounts.
- **User Level:** The database category is visible to the service provider, the organization and the user accounts.

For more info on what you need to do to add a new database category, check the [Manage Database Categories](#) section.

Related topics

[Manage restricted phone numbers](#)

[Manage database categories](#)