

Unblock Callers - Admin Panel

Purpose: Use this page to restore calling access for phone numbers that were previously blocked in Phone Copilot. Admins can search for blocked caller IDs, review who blocked them and when, and unblock a number if it was blocked by mistake.

How to get here

1. Go to **Admin**.
2. In the left menu, select **Unblock Caller**.

Page overview

- **Search:** Find a blocked caller by entering a full or partial phone number.
- **Select Organization:** Choose the organization to view or manage its blocked callers. This is important if your account manages multiple organizations.
- **Blocked callers list:** Shows each caller ID with the following details:
 - **Caller ID**
 - **Blocked By**
 - **Blocked On**
- **Actions:** Each row includes an action to **Unblock** that caller.

If there are no entries, it means there are no blocked caller IDs for the selected organization.

Unblock a caller

1. Select the correct **Organization**.
2. Use **Search** to locate the caller ID, or scroll the list.
3. Review **Blocked By** and **Blocked On** to confirm the entry is correct.
4. Click **Unblock** for that caller.
5. Confirm the action if prompted.

After unblocking, the number is removed from the blocked list and can call your Phone Copilot lines again.

Find a specific caller quickly

- Type the full phone number if you have it.
- If you only know part of the number, type the digits you know to narrow the list.
- Make sure the correct **Organization** is selected before you search.

Troubleshooting

- **I do not see any entries:** There are no blocked callers for the selected organization, or you may need to change the organization.
- **I cannot click Unblock:** Make sure you are signed in as an Admin.
- **The caller is still unable to reach us:** Confirm the correct number was unblocked. Check if the number is blocked in other systems such as your carrier or phone hardware.

Tips and good practices

- Use the **Blocked By** and **Blocked On** details to verify the reason and timing before unblocking.
- Unblock only numbers that were blocked by mistake or that you have reviewed with your front office team.
- After unblocking, let your team know so they can expect calls from that number again.
- If your organization has multiple business lines, repeat the check for each relevant organization.
- Keep a short internal note or ticket for unblocks so your team has a record of why the change was made.

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