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Genesys Administrator Extension Help

DNs

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DNs

DNs are communication devices, uniquely identified by their directory numbers (DNs), where customer interactions (for example, telephone calls or emails) reside and are handled.

Because most types of DNs represent the actual devices of the telephone system, their specification in the Configuration Database must always correspond to their Switch settings. Remember that Genesys Administrator Extension has no way of verifying this correspondence.

As a general rule, changes made to DN configurations in the Configuration Database must always follow the changes made to DNs within the telephone system, and never the other way around.

Viewing DNs

The **DNs** list shows the DNs that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

- The **Switches** list displays when you select **DNs** in Configuration Manager. To access the **DNs** list, you must first select a Switch object and then a DN folder.
- DNs that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

Click **Group By** to group objects by various criteria.

To select or de-select multiple objects at once, click **Select**.

DN Types

A DN is categorized as one of the following types:

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| DN Type | Description |
|-------------------------------|--|
| Access Resource | A Switch access resource to be used in a multi-site environment for external routing. |
| ACD Position | An extension designated for customer interactions only. |
| ACD Queue | A device in a Switch, typically associated with a number of targets, where customer interactions wait while the control system is looking for an available target. |
| Call Processing Port | An extension connected to a call-processing equipment port. |
| Chat | A Chat address. |
| CoBrowse | A Co-Browse address. |
| Communication DN | A virtual device that applications use to communicate with each other through the User Event mechanism. |
| E-mail Address | An email address. |
| Extension | A regular extension line. |
| External Routing Point | An ISCC (Inter Server Call Control) resource dedicated to supporting the external routing and call overflow functions. |
| Fax | An extension connected to a fax machine. |
| Mixed | An extension line that can be used as both an Extension and an ACD Position. |
| Mobile Station | A mobile station. |
| Modem | An extension connected to data communication equipment. |
| Music Port | A music source. |
| Network Destination | A destination number in network routing. |
| Routing Point | A device in a Switch, not associated with any particular target, where customer interactions wait while a routing application is making routing decisions. |
| Routing Queue | A telephony device that can be used as both a Routing Point and an ACD Queue. |
| Service Number | A service number used as a Routing Point in network routing. |
| Tie Line | A direct communication channel between two Switches of a private telephone network. |

| DN Type | Description |
|------------------------------|---|
| Tie Line Group | A group of tie lines forming one route. |
| Trunk | A communication channel between the public telephone network and a private telephone network. |
| Trunk Group | A group of trunks forming one route. |
| Video over IP Port | A video channel. |
| Virtual Queue | A virtual device, created and maintained by the switch, with activity identical to an ACD Queue. |
| Virtual Routing Point | A virtual device, created and maintained by the switch, with activity identical to a Routing Point. |
| Voice Mail | A voice mail channel. |
| Voice over IP Port | A Voice over IP (VoIP) Port. |
| Voice over IP Service | A VoIP Service. |
| Voice Treatment Port | An extension connected to an electronic audio equipment port (for example, IVR). |
| Workflow | A Workflow resource. |

Working with DNs

To create a new DN object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check box beside an object and click **Edit**.

To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

Important

When you delete a DN, it is removed from the Configuration Database and from any DN Group of which it is a member. If you want to remove only the DN from a DN Group of which it is a member, but leave it still existing in the Configuration Database and available for assignment to another DN Group, you must remove it from the DNs tab of the DN Group.

Otherwise, click **More** to perform the following tasks:

- **Clone** — Copy a DN.
- **Move To** — Move a DN to another [hierarchical structure](#).
- Enable or disable DNs.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of a DN to view additional information about the object. You can also set [options](#) and

[permissions](#), and view [dependencies](#).

Creating DN

To create a DN, do the following:

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1. Click the Switch object in which you wish to create a DN.
2. Click the DN folder in which you wish to create a DN.
3. Click **New**.
4. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Number**—A directory number assigned to this DN within the Switch. You must specify a value for this property, and that value must be unique within the Switch for all DN types except the **Destination Label** type. Once you set the value, you cannot change it. Genesys Administrator Extension does not verify the correspondence between the numbers assigned to DN and the switch's numbering plan defined by the **DN Range** property of the Switch. If, according to T-Server specifications, such correspondence is important in an environment, make sure that the specified **DN Range** covers all DN numbers that are defined within the Switch in question.
 - **Type**—The type of DN. Once you set the value, you cannot change it.
 - **Switch**—The Switch to which this DN belongs. You must specify a value for this property. Once you set the value, you cannot change it.
 - **Association**—An entity permanently associated with this DN (for example, an IVR port number, channel name, or access number). For DN of **External Routing Point** type, this number may be required to substitute for the actual DN directory number and may be used when placing calls to this routing point from another Switch.
 - **Register**—Indicates whether T-Server must register this DN within the Switch. You must specify a value for this property. From the drop-down menu, select one of the following values:
 - **False**—T-Server should never register the DN in question on the Switch, but process it locally.
 - **True**—T-Server should always register the DN on the Switch during T-Server startup or reconnection.
 - **On-Demand**—T-Server should register the DN only when a T-Server client requests the registration. Consult T-Server documentation for more information.

Warning

The last two values force T-Server to register this DN regardless of whether it is enabled or disabled.

- **Alias**—An alternative name for this DN. You must specify a value for this property if the DN is used as a target in routing instructions. If you specify this value, it must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
- **Route Type**—The type of routing that applies to this DN. You must specify a value for this property. **Note:** Beginning with release 9.0.105.15, one set of **Default** and **Direct** drop-down values have

been renamed to **CFGX Default** and **CFGX Direct**. Now, you can select **Default**, **Direct**, **CFGX Default** or **CFGX Direct** as a value for the **Route Type** drop-down.

- **DN Group**—The DN Group to which this DN belongs.
- **Override**—Value to use as the override instead of the number or name value for accessing this DN in certain types of routing. You must specify an override value, and it must be unique within the Switch.

Important

To specify a value in the **Override** field, you must ensure the **Use Override** check box is checked.

- **Login ID**—The login identifier used to activate this DN. Some types of switching systems require that the login code used to activate a particular DN be permanently associated with this DN. In that case, the Login ID may be applicable to the following types of DNs: **ACD Position**, **Extension**, **Voice Treatment Port**, **Voice Mail**, or **Mixed**.
- **Switch-specific Type**—An integer that corresponds to a combination of switch-specific settings for this DN. It identifies the device type (for example, **Extension**, **ACD Position**, or **Trunk**) for each switch (PBX) that T-Server supports. It is unique for each switch/DN/T-Server configuration. In essence, it provides a cross-reference for DN Types between T-Server and PBX. You must specify a value for this property, and it must be 1 or greater. For more information, refer to the *Framework T-Server Deployment Guide* for your particular T-Server.
- **Number of Trunks**—The number of trunks associated with this DN. It applies only if the Type property has a **Network Destination** value. The default value is 0.
- **Tenant**—In a multi-Tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

5. Click **Save**.

You can also create a range of DNs that share common properties. To create a range of DNs, do the following:

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Navigate to the DN folder in which you wish to create a range of DNs. From the **More** menu, select **Create Range of DNs**.

On the **Range of DNs** tab, specify values for the following:

- **DN Prefix** (optional)—Prefix used to create the DNs.
- **DN Suffix** (optional)—Suffix used to create the DNs.
- **Start**—Numerical value of the starting range.
- **Number of Digits**—The number of digits that each DN should have.
- **DN Count**—The number of DNs to create.

On the **General** tab, specify values for the following:

- **Type**—The type of DN to use for this range of DNs. Once you set the value, you cannot change it.
- **Association**—An entity permanently associated with this range of DNs (for example, an IVR port number, channel name, or access number). For DNs of **External Routing Point** type, this number may be required to substitute for the actual DN directory number and may be used when placing calls to this routing point from another Switch.
- **Register**—Indicates whether T-Server must register these DNs within the Switch. You must specify a value for this property. From the drop-down menu, select one of the following values:
 - **False**—T-Server should never register the DNs in question on the Switch, but process it locally.
 - **True**—T-Server should always register the DNs on the Switch during T-Server startup or reconnection.
 - **On-Demand**—T-Server should register the DNs only when a T-Server client requests the registration.

Warning

The last two values force T-Server to register the DNs regardless of whether they are enabled or disabled. Consult T-Server documentation for more information.

- **Alias**—An alternative name for this range of DNs. You must specify a value for this property if the DNs are used as targets in routing instructions. If you specify this value, it must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
- **Route Type**—The type of routing that applies to this range of DNs. You must specify a value for this property. **Note:** Beginning with release 9.0.105.00, one set of **Default** and **Direct** drop-down values have been renamed to **CFGX Default** and **CFGX Direct**. Now, you can select **Default**, **Direct**, **CFGX Default** or **CFGX Direct** as a value for the **Route Type** drop-down.
- **DN Group**—The DN Group to which this range of DNs belong.
- **Override**—Value to use as the override instead of the number or name value for accessing these DNs in certain types of routing. You must specify an override value, and it must be unique within the Switch.

Important

To specify a value in the **Override** field, you must ensure the **Use Override** check box is checked.

- **Login ID**—The login identifier used to activate this range of DNs. Some types of switching systems require that the login code used to activate a particular DN be permanently associated with the DN. In that case, the Login ID may be applicable to the following types of DNs: **ACD Position**, **Extension**, **Voice Treatment Port**, **Voice Mail**, or **Mixed**.
- **Switch-specific Type**—An integer that corresponds to a combination of switch-specific settings for this range of DNs. It identifies the device type (for example, **Extension**, **ACD Position**, or **Trunk**) for each switch (PBX) that T-Server supports. It is unique for each switch/DN/T-Server configuration. In essence, it provides a cross-reference for DN Types between T-Server and PBX. You must specify a value for this property, and it must be 1 or greater. For more information, refer to the *Framework T-Server*

Deployment Guide for your particular T-Server.

- **Number of Trunks**—The number of trunks associated with this range of DN. It applies only if the Type property has a **Network Destination** value. The default value is 0.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

On the **Options** tab, you can add or manage any options for this range of DN.

CSV File for Importing and Exporting

You can use the Bulk Import/Export functionality to import DN from, and export DN to, a comma-separated value (CSV), file. The import file used for importing and the export file created by exporting data are fully compatible, and a single file can be used for both importing and exporting. Or, if you wish, you can create the import file yourself, using the general CSV information in this Help file, and the object-specific information contained in this section.

Fields of the CSV File

The source file is a text file in a comma-separated (CSV) format, with an extension of **.csv**.

In the source file each line represents a single DN. The same DN can appear in the source file only once. The unique identifier of the DN in the scope of the source file is the Number field.

The columns of the file are the properties of a DN. The first row in the file has column names to identify the fields. The order of the columns is not important. A comma is inserted after each column header or value, or if the column does not have a value, immediately after the previous comma. Any non-mandatory column can be omitted from the source file, depending on user preference and/or the purpose of the file.

The source file contains the following properties for each user/agent:

| Name | Type | Mandatory | Description |
|--------|---------------------|-----------|--|
| Action | ADD, UPDATE, DELETE | Yes | <p>Specifies the action to be taken with this DN data, either create a new DN (ADD) or modify an existing DN (UPDATE) or delete a DN (DELETE).</p> <p>This column is added automatically by GAX when a file is exported, with a value of UPDATE for all records in it. If you create the source file from scratch, you must add this column manually. In either case, this field is mandatory, and you must provide a value for each record.</p> |

| Name | Type | Mandatory | Description |
|--------------------------|--------|-----------|---|
| Number | String | Yes | DN number or name. |
| Type | String | Yes | Type of DN. |
| Switch | String | Yes | Name of the Switch under which this DN is created. |
| Register | String | Yes | Specifies whether the DN is registered. Valid Values: Y, N, On-Demand |
| Alias | String | No | An alternative name for this DN. You must specify a value for this property if the DN is used as a target in routing instructions. |
| Route Type | String | Yes | Route type of this DN. |
| Association | String | No | Association field value of this DN. |
| Switch Specific Type | String | No. | Switch-specific Type field value of this DN. |
| Enabled | String | No | Whether this DN is enabled (Y) or not (N). |
| Section Option Value | String | No | Options associated with this DN. Note: Any special characters in the key/value are escaped by using a back slash (\). For example: \",=\,\ where ", " (comma) is the key and ",," (comma,comma) is the value. |

Example

The following data is to be uploaded to GAX to create two DN's:

| Action | Number | Type | Switch | Register | Route Type | Enabled |
|--------|---------|------|---------|----------|------------|---------|
| ADD | 2389273 | Chat | Switch1 | Y | Default | Y |
| ADD | 7843920 | Fax | Switch1 | Y | Default | Y |

The contents of the CSV file for this data looks like this:

```
Action,Number,Type,Switch,Register,Route Type,Enabled
ADD,2389273,Chat,Switch1,Y,Default,Y
ADD,7843920,Fax,Switch1,Y,Default,Y
```