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GVP Documentation Supplement

Managing DID Groups with GAX

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Managing DID Groups with GAX

All procedures begin in the **DID Groups** main page. To get there:

1. Log into **Genesys Administrator Extension** (GAX) as a tenant user.
2. Select **DID Groups** from **Configuration > Voice Platform Tile** menu.

At the end of each procedure, click **Apply** to save changes.

You can sort the list view of DID Groups by using the arrowhead symbol in the DID Groups list view header in the top right corner.

Creating a New DID Group

DID Group Details

Delete

DID Group Name*

SSDID

IVR Profile Name

IVRAppDefault_p

Quick Filter

+

<input checked="" type="checkbox"/>	DID List	▲▼
<input checked="" type="checkbox"/>	999000	

Cancel

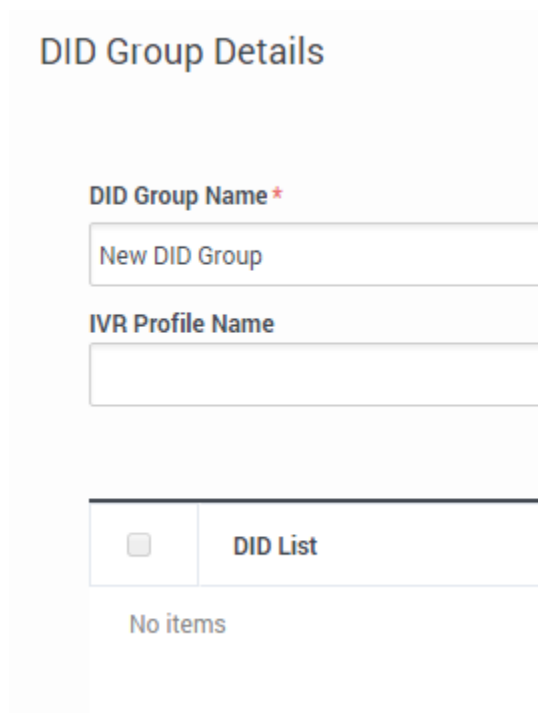
Reset

Apply

1. Click **New**.

2. Open the **DID Group Details** dialog. Specify the following details to create a new DID Group:
 - **DID Group Name** - Mandatory to specify a unique name of the DID Group to be created.
 - **IVR Profile Name** - Optional to specify an existing IVR Profile Name for the DID Group.
3. Use the '+' icon to add a single DID from the available list. Optionally you can use the quick filter to filter the DIDs in the list to include or exclude by selecting and clearing the box to associate with the newly created DID Group.
 - You can also associate multiple or bulk DIDs to a DID Group. For more details on adding a single or multiple DIDs to a group, refer to [Adding DIDs to a DID group](#). Refer to [Add DIDs](#) to add either a single or bulk DIDs in GAX.
4. Click **Apply** to save the DID Group.

Modifying an Existing DID Group

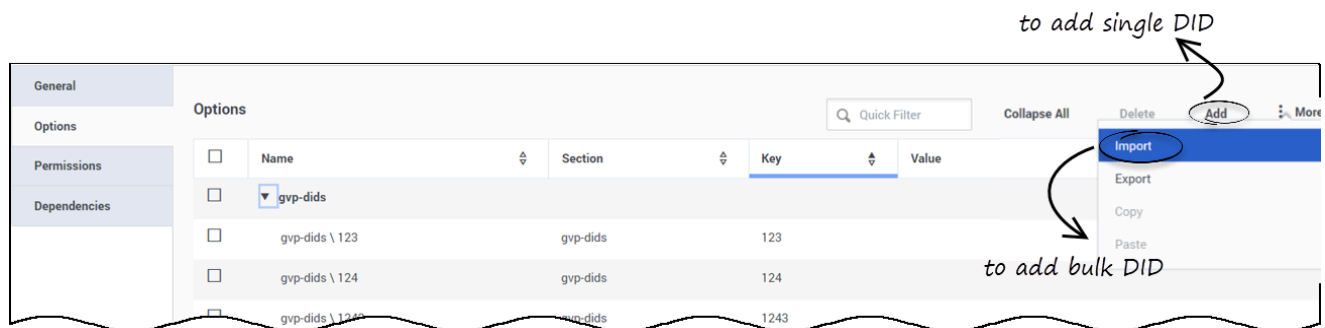


The screenshot shows the 'DID Group Details' dialog box. It has a title bar 'DID Group Details'. Below the title bar, there are two input fields: 'DID Group Name *' with a red asterisk and 'IVR Profile Name'. The 'DID Group Name' field contains the text 'New DID Group'. Below these fields, there is a table with one row and two columns. The first column contains a checkbox, and the second column contains the text 'DID List'. Below the table, there is a text label 'No items'.

DID Group Details	
DID Group Name *	
New DID Group	
IVR Profile Name	
<input type="checkbox"/>	DID List
No items	

1. Double click the DID Group to edit.
2. Make the necessary changes to the DID Group.
3. Click **Apply** to save the changes.

Adding DIDs



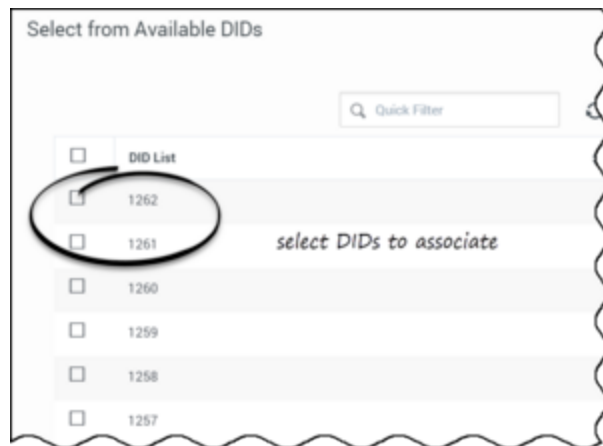
1. In GAX, navigate to **Environment > Tenants > Option**.
2. In the **gvp-dids** section, add the required DIDs.
 - You can add a single DID or a range (for example, 1000-1025), by clicking the **Add** button.
 - Or, add multiple or bulk DIDs by using the **More > Import** feature by importing the bulk DIDs from a **.CSV** file.

Note: The CSV file is formatted to contain the columns: **Section, Key, and Value**. You can also define a DID range in the Key column in the CSV file.

Adding DIDs to a DID group

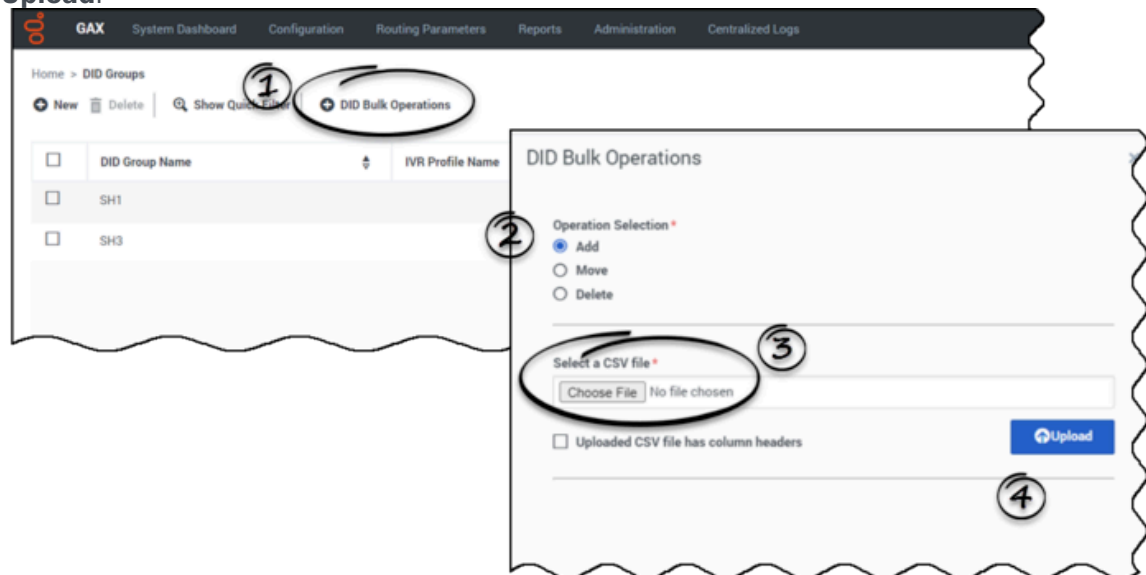
After adding DIDs in GAX, you can associate them to DID Groups.

1. In GAX, navigate to **Configuration > Voice Platform Tile > DID Groups**.
2. In the **DID Groups** page, double click the **DID Group** record to display the **DID Group Details** page.
3. If you want to associate a single DID to the group,
 1. Use the '+' icon to display the **Select from Available DIDs** dialog.
 2. Select the required DIDs from the list and click **Apply**. Note that this list doesn't display the DID range, you must use the **DID Bulk Operations** feature to associate a DID range.



4. If you want to associate multiple or bulk DIDs to a DID Group,
 1. Click the **DID Bulk Operations** feature from the **DID Groups** page.
 2. In the **DID Bulk Operations** dialog, select the type of operation you want to perform on the DIDs. You can select one of the following:
 - **Add** - to associate the DIDs to the DID Group.
 - **Move** - to move the given DIDs from one DID Group to another.
 - **Delete** - to delete the DIDs association from the DID Group.
 3. **Select a CSV file** - select the **.CSV** file that contains the bulk DID details to be associated with the DID Group.

Note: The .CSV file is formatted to contain the columns: DID, DID Group, Tenant, and IVR Profile Name.
 4. Click **Upload**.



Important

You can associate a DID range (for example, 1000-1025) to a DID Group by defining the range value in the CSV file. However, the DID range is not displayed in the **Select from Available DIDs** dialog for direct selection.