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Configuration Layer Objects Reference Guide

CfgDN

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CfgDN

Description

A *DN* is a communication device that is uniquely identified by a directory number, where customer interactions (for example, telephone calls or e-mails) reside and are handled.

Filter Keys

Filter Name	Type	Description
dbid	int	A unique identifier of a DN. If specified, Configuration Server will return information only about this DN.
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the DNs that belong to this tenant.
switch_dbid	int	A unique identifier of a switch. If specified, Configuration Server will return information only about the DNs that belong to this switch.
dn_type	int	Type of the DN (see CfgDNType). If specified, Configuration Server will return information only about the DNs of this type.
place_dbid	int	A unique identifier of a place. If specified, Configuration Server will return information only about the DNs that are associated with this place.
no_place_dbid	int	Configuration Server will return information only about the DN(s) that) that are allowed to be assigned to the place and not associated with any place.
group_dbid	int	A unique identifier of the group of DNs. If specified, Configuration Server will return information only about the DNs that are associated with this group.
association	string	An entity associated with a DN.

Filter Name	Type	Description
		Shall be specified as a character string. If specified, Configuration Server will return information only about the DN(s) that are associated with this entity.
state	int	Current state of a DN (see CfgObjectState). If specified, Configuration Server will return information only about DNs that are currently in this state.
dn_number	string	Directory number of a DN. Shall be specified as a character string. If specified, Configuration Server will return information only about the DN(s) with that number.
name	string	Name of a DN. Shall be specified as a character string. If specified, Configuration Server will return information only about the DN(s) with that name. This field corresponds to the <code>alias</code> field in the advanced tab of a DN object in Configuration Manager.
ivr_dbid	int	<p>A unique identifier of an IVR object (see CfgIVR).</p> <p>If specified, Configuration Server will return information only about the DN(s) which assigned to IVR Ports (see CfgIVRPort) of this IVR object.</p>

Attributes

- DBID — An identifier of this object in the Configuration Database. Generated by Configuration Server and is unique within an object type. Identifiers of deleted objects are not used again. Read-only.
- switchDBID — A unique identifier of the [Switch](#) to which this DN belongs. Mandatory. Once specified, cannot be changed.
- tenantDBID — A unique identifier of the [Tenant](#) to which this DN belongs. Read-only (set automatically according to the current value of tenantDBID of the switch specified in switchDBID). See [CfgSwitch](#).
- type — Type of this DN. See [CfgDNType](#). Mandatory. Once specified, cannot be changed.

Tip

DNs of the following types should be considered as routing DNs: CFGACDQueue, CFGRoutingPoint, CFGVirtACDQueue, CFGVirtRoutingPoint, CFGExtRoutingPoint, CFGServiceNumber, CFGRoutingQueue, CFGAccessResource. (See comments.)

- number — Directory number assigned to this DN within the switch. Mandatory. Must be unique within the switch for all dn types except CFGDestinationLabel and CFGAccessResource. The uniqueness of CFGAccessResource is defined by combination of number and DN type. Once specified, cannot be changed. Please see the comment regarding the parameter DNRange in [CfgSwitch](#).
- association — A pointer to the identifier of an entity permanently associated with this DN (e.g., an IVR port number, channel name, or access number).
- destDNDBIDs — A pointer to the list of identifiers of the objects (DBIDs) to which the calls residing at this DN can be routed/diverted by default. Makes sense only if type is set to CFGRoutingPoint, CFGExtRoutingPoint, CFGServiceNumber, CFGRoutingQueue, CFGACDQueue, CFGVirtACDQueue, or CFGVirtRoutingPoint, and CFGAccessResource and shall be set to NULL for all other values of type. When used as an entry in CfgDeltaDN (see below), it is a pointer to a list of identifiers of the objects added to the existing list. The DN for which this list is specified cannot be added to this list. If DN type is CFGAccessResource the property must be presented on GUI (Config Manager) with caption “Remote Resources”.
- loginFlag — An indicator of whether a login procedure is necessary to activate the telephony object associated with this DN. Read-only (set automatically according to the current value of DNLoginID below). See [CfgFlag](#). The value should not be taken into consideration if DN type is CFGAccessResource.
- DNLoginID — A pointer to the login identifier used to activate this DN. Makes sense only if type is set to CFGACDPosition, CFGExtension, CFGEAPort, CFGVoiceMail, or CFGMixed. For type CFGAccessResource specifies the type of the resource and must be presented on GUI (Configuration Manager) with caption “Resource Type”.
- registerAll — An indicator of whether T-Server shall register this DN within the switch. Recommended to be set to CFGDRTTrue by default. See [CfgDNRegisterFlag](#).
- groupDBID — A unique identifier of the [DN Group](#) used in number translation.
- trunks — Number of trunks associated with this DN. Makes sense only if type is set to CFGDestinationLabel.
- routeType — Type of routing that applies to this DN. See type [CfgRouteType](#).
- override — The number used as a substitute of a regular directory number in certain types of routing.

Tip

The property must have the same value as number for DNs converted from SCE 5.0.

- state — Current object state. Mandatory. Refer to [CfgObjectState](#).
- userProperties — A pointer to the list of user-defined properties. Parameter userProperties has the following structure: Each key-value pair of the primary list (TKVList *userProperties) uses the key for the name of a user-defined section, and the value for a secondary list, that also has the TKVList structure and specifies the properties defined within that section.

- name — Name of this DN required if the DN is planned to be used as a target in routing strategies. If specified, must be unique within the tenant this DN belongs to. It is strongly recommended to give names to DNs of the following types: CFGACDQueue, CFGRoutingPoint, CFGVirtualACDQueue, CFGVirtualRoutingPoint, and CFGRoutingQueue.
- useOverride — An indicator of whether the override value shall be used instead of the number or name value for accessing this DN in certain types of routing. Recommended to be set to CFGTrue by default. See [CfgFlag](#).
- switchSpecificType — An integer that corresponds to a combination of switch-specific settings for this DN. Cannot be set to a zero or negative value.
- accessNumbers — A pointer to the list of structures that specify the numbers to be dialed from different switches to get this DN. Makes sense only if type is set to CFGExtRoutingPoint and CFGAccessResource. See [CfgDNAccessNumber](#).
- siteDBID — A unique identifier of Site ([CfgFolder](#)) with which this DN is associated.
- contractDBID — A unique identifier of Cost Contract ([CfgObjectiveTable](#)) with which this DN is associated.

Comments

Deletion of DN X will cause the following events set out in the order of arrival:

- Modification of DNDBIDs of the place that had DN X assigned
- Modification of destDNDBIDs of all DNs whose destination DNs included DN X
- Modification of routedDNDBIDs of all agent groups whose route DNs included DN X
- Modification of routedDNDBIDs of all place groups whose route DNs included DN X
- Modification of DNs of all DN groups whose DNs included DN X
- Modification of routedDNDBIDs of all DN groups whose route DNs included DN X
- Modification of [CfgTreatment](#) objects which had destDNDBID field set to DN X
- Modification of [CfgIVRPort](#) objects which had DNDBID field set to DN X
- Modification of [CfgCampaignGroup](#) which had origDNDBID field set to DN X
- Deletion of DN X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

<CfgDN>

```
<DBID value="102" />
<switchDBID value="102" />
<tenantDBID value="1" />
<type value="1" />
<number value="001" />
<loginFlag value="1" />
<registerAll value="2" />
<groupDBID value="0" />
<trunks value="0" />
<routeType value="1" />
<state value="1" />
<userProperties>
  <list_pair key="Property">
    <str_pair key="key" value="value" />
  </list_pair>
</userProperties>
<useOverride value="2" />
<switchSpecificType value="1" />
<siteDBID value="0" />
<contractDBID value="0" />
</CfgDN>
```

See Also

[CfgDeltaDN](#)

[CfgSwitch](#)

[CfgDNGroup](#)

[CfgPlace](#)