



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Manage your Contact Center in Agent Setup

Routing

---

## Contents

- [1 DN Groups](#)



- Administrator

While Designer handles most routing tasks, you manage your routing points and virtual queues in Agent Setup.

### Related documentation:

- 
- 

## Routing Point

| Filter Items                              |                        |               |                | 1-15 of 24 | <> |
|---|------------------------|---------------|----------------|------------|----|
| Number                                    | Alias                  | Type          | Switch         |            |    |
| /+14046094516                             | +14046094516.us-west-1 | Routing Point | us-west-1      |            |    |
| /Customer22-30/Route Points/+140460945... |                        | Routing Point | ap-southeast-2 |            |    |
| /Customer22-30/Route Points/+140460945... |                        | Routing Point | ap-southeast-2 |            |    |
| /+14046094551                             | +14046094551.us-west-1 | Routing Point | us-west-1      |            |    |
| /Customer22-30/Route Points/+151264013... |                        | Routing Point | ap-southeast-2 |            |    |
| /Customer22-30/Route Points/+151264013... |                        | Routing Point | us-west-1      |            |    |
| /16508925011                              |                        | Routing Point | us-west-1      |            |    |
| /16508925012                              |                        | Routing Point | us-west-1      |            |    |

The **Routing Manager** section on the **Contact Center Settings** allows you to view your **Routing Points** and your **Virtual Queues**, as well as create **DN Groups** for both.

In the **Routing Point** and **Virtual Queue** sections, the **Alias** name for each line is editable; however all other fields are read only.

You can also filter both lists by **Number**, **Alias**, or **Switch**.

## DN Groups

### DN Groups

Folder: /Customer22-30/

















DN group name

Select DN group type

Add

Filter Items

Delete

| <input type="checkbox"/> | Name                           | Type          | Total DN's in Group | Actions   |
|--------------------------|--------------------------------|---------------|---------------------|---|
| <input type="checkbox"/> | /BrandNewRPGroup               | Routing Point | 5                   |   |
| <input type="checkbox"/> | /BrandNewVQGroup               | Virtual Queue | 0                   |   |
| <input type="checkbox"/> | /Customer22-30/CXContact_Queue | Virtual Queue | 0                   |   |
| <input type="checkbox"/> | /Customer22-30/CXContact_RPs   | Routing Point | 3                   |   |
| <input type="checkbox"/> | /Customer22-30/newDNGroup      | Routing Point | 7                   |   |
| <input type="checkbox"/> | /Customer22-30/NewDNGroup1     | Routing Point | 3                   |   |
| <input type="checkbox"/> | /HealthCheck_DNG               | Virtual Queue | 1                   |   |
| <input type="checkbox"/> | /Internal/GSYS_Internal_Queue  | Routing Point | 6                   |   |

In the **DN Groups** section, you can group your Routing Points and Virtual Queues for display in Real-time Reporting with Genesys Pulse and to simplify the on-boarding of new agent and business groups.

To create a new DN group, select an existing Folder or create a new one, enter the DN group name, and select the group type before clicking **Add**.

Once you have created a new DN group, select it from the list and begin adding DN's (directory numbers) to the group. You can add DN's by dragging and dropping, selecting one or more and clicking **Add**, or by clicking on the arrow that pops up when you hover over an available DN. You can remove a DN from a group by clicking the **X** that pops up when you hover over that DN.