

Manage your Contact Center in Agent Setup

Routing

9/19/2021

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- Administrator

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

Related documentation:

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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_Queues	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_Queues	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.