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IVR Administration Genesys Multicloud CX Administrator's Guide

[Manage DID Groups with IVR Administration](#)

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- Administrator

All procedures begin in the DID Groups Main Page.

Related documentation:

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What is a DID Group?

Direct Inward Dial DID (DID) groups offer a more precise alternative to standard IVRs (press 1 for Sales, press 2 for Support, etc.). You would likely define a DID Group for each of those departments. The numbers listed in this function are the exact numbers that a person would need to dial to be connected directly to the respective team.

Why to create, provision, or modify a DID Group?

You might have a person join as a new training engineering supervisor. If you want to take special action when this person calls, then, you might have a DID Group for “special people”. You could give this person their own telephone number (provided by the telephone company) that they can call. This number could be added to that DID Group.

The application that is triggered when calling in (ref: IVR Profile Name) could be one that specially compares the number that was dialed with the number that the special person is calling from (Automatic Number Identification - ANI), and use that as an authentication method to validate the person without asking any questions.

So, DID group is a sorting/categorization feature which can be leveraged to provide special actions to people that hold a special number. Or, if not leveraged, then, the group might simply be named “XX Airlines – CFD (customer front door)”, and, have only a single number listed (1-800-XX-ESKY).

Create a new DID Group

DID Group Details

DID Group Name* Delete
SSSID

IVR Profile Name Delete
IVRAppDefault_p

Quick Filter +

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

Cancel Apply

1. In IVR Administration, select DID Groups from the Administration menu, and then click **New**.
2. Configure the DID Group details dialog:
 - Enter an unused DID Group Name and an existing IVR Profile Name.
 - Check the selection box of each DID in the DID List field, to include that DID in the group you are creating.

Optional **Quick Filter** field: Enter text to limit the number of DIDs displayed, or click plus (+) to query for additional DIDs not displayed.

When you leave this dialog, the DID Group that you created is now listed in the DID Groups directory.

Modify an existing DID Group

DID Group Details

DID Group Name *

New DID Group

IVR Profile Name



DID List

No items

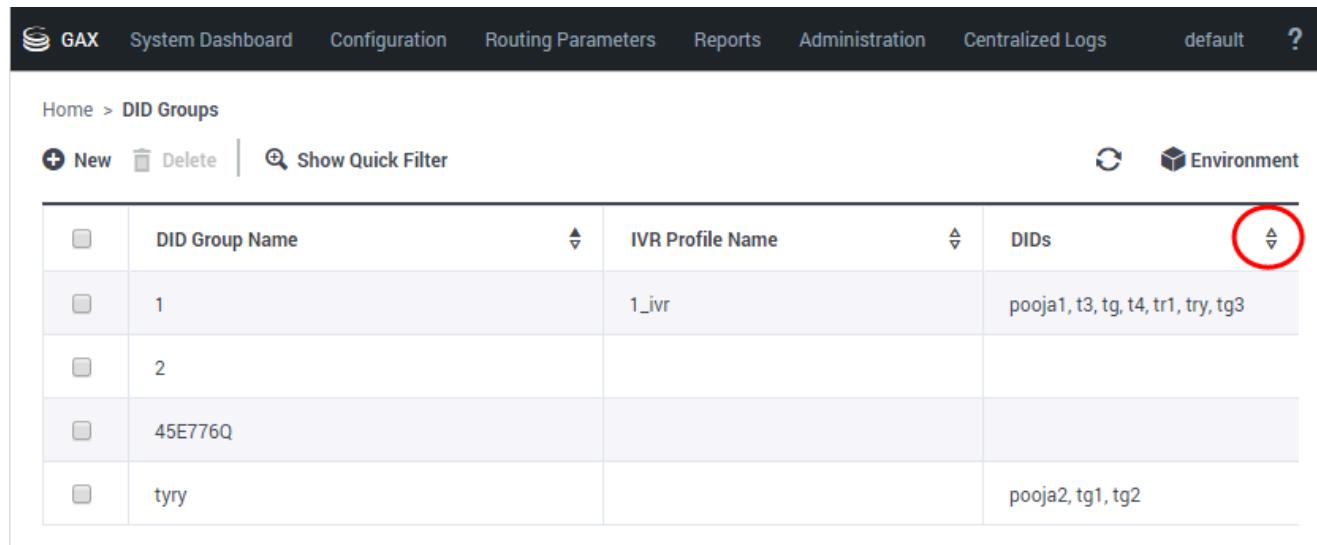
Remove items from the group

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Uncheck individual items to remove them from the DID group.

Provision conflicting entries

- DID group provisioning succeeds when you remove the conflicting entries in overlapping ranges (example: 100-200 and 150-250).

Sort an existing DID Group



The screenshot shows the GAX System Dashboard with the 'DID Groups' page selected. The page displays a list of DID Groups with columns for DID Group Name, IVR Profile Name, and DIDs. The 'DIDs' column header is circled in red, indicating it is the current sort column. The list includes groups 1, 2, 45E776Q, and tyry, each with a different set of DIDs.

	DID Group Name	IVR Profile Name	DIDs
	1	1_ivr	pooja1, t3, tg, t4, tr1, try, tg3
	2		
	45E776Q		
	tyry		pooja2, tg1, tg2

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Click the arrowhead (a triangle) at the top right of the DID List field to sort it in the direction of that the arrowhead points (up=descending order, down=ascending order).

The list of DIDs in the group is sorted. You can re-sort the list, but you cannot unsort it.