

GENESYS[®]

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.

IVR Administration Genesys Multicloud CX Administrator's Guide

Manage DID Groups with IVR Administration

8/27/2025

Contents

- 1 What is a DID Group?
- 2 Create a new DID Group
- 3 Modify an existing DID Group
- 4 Sort an existing DID Group



• Administrator

All procedures begin in the DID Groups Main Page.

Related documentation:

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 Grou	o Details		>
DID Group	o Name *	📋 Delete	
SSDID			
IVR Profi	e Name		
IVRAppD)efault_p		
		Q Quick Filter +	
	DID List	▲	
	999000		
Cance	el	Reset 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	New DID Group						
IVR Profil	e Name						
	DID List						

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

9	GAX	System Dashboard	Configuration	Routing Parar	neters Reports	Administration	Centralized	l Logs	default	?
	Home >	DID Groups						0		
	O New	Delete 🛛 🖽 Sl	now Quick Filter					0	Environm	ent
		DID Group Name		\$	IVR Profile Name	2	⇔ DIDs			
		1			1_ivr		pooja	1, t3, tg, t	4, tr1, try, tg3	
		2								
		45E776Q								
		tyry					pooja	2, tg1, tg2	2	

- 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.