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Genesys Administrator Extension Help

DN Groups

DN Groups

DN Groups are logical groupings of **DNs**. You can use DN Groups in network-level routing algorithms and in some types of statistics. To determine if you need to set up DN Groups, refer to your solution-specific documentation.

When you are specifying a DN Group, remember that the DNs in each DN Group must have the same telephony event model.

Although a DN Group can contain DNs that belong to a number of different **Switches**, you can receive correct statistical information about this DN Group only if the reporting applications connect to the servers associated with those Switches.

Display Options

The **DN Groups** list shows the DN Groups that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

DN Groups that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Procedures

To **create a new DN Group object**, click **New**. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click **Edit**. To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete

individual objects by clicking on the object and then clicking **Delete**.

Important

When you delete a DN Group, only the DN Group object itself is removed from the Configuration Database. Its member DN objects are not deleted.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a DN Group.
- **Move To**—Move a DN Group to another [hierarchical structure](#).
- Enable or disable DN Groups.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click on the name of a DN Group to view additional information about the object. You can also set [options](#) and [permissions](#).

Procedure: Creating DN Group Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The name of the DN Group. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment). You cannot change this value as long as this DN Group contains at least one DN.
 - **Type**—The type of the DN Group. Once you set the value, you cannot change it.
 - **Capacity Table**—This field applies only for the Enterprise Routing Solution. It is the Capacity Table associated with this DN Group. Refer to Enterprise Routing Solution documentation for more information.
 - **Quota Table**—This field applies only for the Enterprise Routing Solution. It is the Quota Table associated with this DN Group. Refer to Enterprise Routing Solution documentation for more information.
 - **Tenant**—In a multi-Tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. The **Origination DNs** tab lists **DNs** from which calls can be routed or diverted to this Agent Group. You can include DNs of the following types into this list: **Routing Point, External Routing Point, Service Number, Routing Queue, ACD Queue, Virtual Queue, or Virtual Routing Point**.
 4. In the **DNs** tab, click **Add** to add a DN to this DN Group. In the pop-up window, you can create a new DN object by clicking **+**.
 5. Perform one of the following actions after you have added a DN to the DN Group:
 - Click **Save** to accept the changes and return to the object list.
 - Click **Apply** to accept the changes and remain in the tab.
 - Click **Cancel** to discard the changes.
 6. Click **Save**.

DN Group Types

The following are DN Group types and types of DNs that you can include in a group:

DN Group Type	Compatible DN Types
ACD Queues	ACD Queue, Routing Queue, and Virtual Queue
Network Ports	Network Destination
Routing Points	Routing Point, External Routing Point, Routing Queue, and Virtual Routing Point
Service Numbers	Service Number
Single Ports	Extension, ACD Position, Call Processing Port, Music Port, Communication DN, E-mail Address, Modem, Fax, Chat, CoBrowse, Voice over IP Port, Video over IP Port, Voice Treatment Port, and Voice Mail

Related Links

- [Places](#)
- [IVRs](#)
- [IVR Ports](#)
- [Place Groups](#)
- [Switching Offices](#)