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Genesys Administrator Extension Help

DN Groups

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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.

DN Group Types

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

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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

Viewing DN Groups

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**.

Working With DN Groups

To create a new DN Group object, click **New**. To view or edit details of an existing object, click 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.

Creating DN Groups

To create a DN Group, do the following:

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 DN Group.

Important

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**.

For each DN to be added to the list of Origination DNs for this Group:

- Click the **Origination DNs** tab and click **Add**.
 - Navigate to the appropriate folder, if necessary, and do one of the following:
 - To add an existing DN to the list of Origination DN for this Group, select it from the list of DNs.
 - To add a new DN to the list of Origination DN for this Group, click + to **create the DN** in this folder and then select it from the list.
4. For each DN that you want to add as a member of this DN Group:
- Click the **DNs** tab and click **Add**.
 - Navigate to the appropriate folder, if necessary, and do one of the following:
 - To add existing DNs to this Group, select a single or multiple DN(s) from the list of DNs and click **Add**.
 - To add a new DN to this Group, click + to **create the DN** in this folder and then select it from the list.

Important

Although an Origination DN can be configured for a DN Group, it is not used by Stat Server or any of the reporting components. Therefore, this would typically only be done if required for a specific type of scenario.

When an Origination DN is configured for an Agent Group or Place Group, Stat Server associates Virtual Queue activity with the linked Agent Groups, and also associates DN activity related to the Agent Group back to the mediation DNs.

For more information, see **DN Association with Queues** in the *Stat Server User's Guide*. You can also refer to the following Stat Server Actions:

- Durable Group Actions Reflecting Origination DNs
- Retrospective Group Actions Reflecting Origination DNs
- Momentary Group Actions Reflecting Origination DNs
- Generation of Retrospective, Interaction-Related Actions Reflecting Regular DNs for Virtual Queue Mediation DN Objects

- After you have finished creating the DN Group, do one of the following:
 - Click **Save** to accept the changes and return to the list of DN Groups.
 - Click **Apply** to accept the changes and return to the **General** tab of this DN Group.
 - Click **Cancel** to discard the changes.

CSV File for Importing and Exporting

You can use the Bulk Import/Export functionality to import DN Groups from, and export DN Groups to, a comma-separated value (CSV), file. The import file used for importing and the export file created by exporting data are fully compatible, and a single file can be used for both importing and exporting. Or, if you wish, you can create the import file yourself, using the general CSV information in this Help file, and the object-specific information contained in this section.

Fields of the CSV File

The source file is a text file in a comma-separated (CSV) format, with an extension of **.csv**.

In the source file each line represents a single DN Group. The same DN Group can appear in the source file only once. The unique identifier of the DN Group in the scope of the source file is the field.

The columns of the file are the properties of a DN Group. The first row in the file has column names to identify the fields. The order of the columns is not important. A comma is inserted after each column header or value, or if the column does not have a value, immediately after the previous comma. Any non-mandatory column can be omitted from the source file, depending on user preference and/or the purpose of the file.

The source file contains the following properties for each user/agent:

Name	Type	Mandatory	Description
Action	ADD, UPDATE, DELETE	Yes	Specifies the action to be taken with this DN Group data, either create a new DN Group (ADD) or modify a DN Group (UPDATE) or delete a DN Group

Name	Type	Mandatory	Description
			(DELETE). This column is added automatically by GAX when a file is exported, with a value of UPDATE for all records in it. If you create the source file from scratch, you must add this column manually. In either case, this field is mandatory, and you must provide a value for each record.
Name	String	Yes	Name of DN Group.
Type	String	Yes	Type of DN Group.
Enabled	String	No	This DN Group is enabled (Y) or not enabled (N).
Section Option Value	String	No	Options associated with this DN Group. Note: Any special characters in the key/value are escaped by using a back slash (\). For example: \\,=\\,\\, where ", " (comma) is the key and ",," (comma,comma) is the value.

Relational Columns

In addition to the properties and folders in the table above, each row may contain relations between this DN Group and DN objects. Every instance of a DN will have a separate column in the source file. For example, if there are 10 DNs, there will be 10 additional columns in the source file, each column representing each DN. All relational columns are optional.

Each header for a relational column consists of the object type and the object name, which will form a unique column name. So, for example, there cannot be two Skills which have the same name, but a Skill object may have the same name as some Switch object.

Naming and value rules of relational columns are given in the following table:

Relational Columns			
Type	Column Name	Valid Values	Description
DN	DN:<switch name> / <DN number>	Y - Add this DN to this DN Group N - Remove this DN from this DN Group <empty> - No action	A DN to be added or removed to this DN Group.

Example

The following data is to be uploaded to GAX to modify two DN Groups:

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Action	Name	Type	DN:Switch1 / 123683	DN:Switch2 / 857463	Enabled
MODIFY	DNGroupEast	Routing Points	Y		Y
MODIFY	DNGroupWest	Routing Points	N	Y	Y

The contents of the CSV file for this data looks like this:

```
Action,Name,Type,DN:Switch1 / 123683,DN:Switch2 / 857463,Enabled
MODIFY,DNGroupEast,Routing Points,Y,,Y
MODIFY,DNGroupWest,Routing Points,N,Y,Y
```