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GVP Documentation Supplement

GVP GAX Plugin DID bulk creation feature

12/18/2025

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SUMMARY: Add GVP GAX Plugin DID bulk creation feature information to the user guide.

DOCUMENT: The next publication of the GVP 9.0 User's Guide will include these revisions.

CHAPTER: Chapter 16: Reporting Overview

SECTION: DID Bulk Operations Dialog

Add a new section title "DID Bulk Operations Dialog" after the "GAX Report Generation Table" section, and add the following information to the section:

DID Bulk Operations Dialog

Now Tenant Administrators can provision DIDs to DID Groups using DID Bulk Operations dialog. The implementation provides a GUI interface so a GAX user can create, edit, or delete Bulk DIDs in DID Groups. This functionality uses validation and overlap checking across multiple tenants to ensure that there are no duplicate DIDs.

To use the DID Bulk Operations feature, Tenant Administrators need the privilege `PRIVILEGE_DID_GROUP_SERVICE`. They can use it if they also have these privileges:

- To access Configuration Manager: `ACCESS_CONFIGMANAGER`
- The GAX user should be a Tenant administrator and have "GVP DID Groups Access" Privilege (Configuration -> Roles: Home -> Roles -> <Role> -> Assigned Privileges -> gvp-rpt -> GVP DID Groups Access.)
- **DID Bulk Operations dialog** should only be performed by users with read access into all tenants. Otherwise, DID uniqueness cannot be ensured and this may lead to problems during call processing.
- Users who do not have this Privilege "GVP DID Groups Access" (Configuration -> Roles: Home -> Roles -> <Role> -> Assigned Privileges -> gvp-rpt -> GVP DID Groups Access) and no read access into all tenants those will not be updated the DIDs.

The DID Bulk Operations dialog allows you to add, delete, and move multiple DIDs among DID groups. You can also create new DID groups with the dialog. The following procedure describes how to use the DID Bulk Operations dialog.

Using the DID Bulk Operations dialog

Purpose: To add, delete, and move DIDs using the DID Bulk Operations dialog.

Prerequisites

- The IVR Profiles have been created.

For more information about creating an IVR Profile, see the chapter about post-installation activities in the Genesys Voice Platform 8.5 Deployment Guide. For more information about configuring the IVR Profile, see “IVR Profile Configuration Options” in the Genesys Voice Platform 8.5 User’s Guide.

- You are logged in to Genesys Administrator Extension. To access Genesys Administrator Extension, go to the following URL:
`http://<Genesys Administrator Extension host>/<port>/gax/`

Start of procedure

1. Go to the Configuration > DID Groups.
2. Optionally, select the DID Group you want to change.
3. In the Tasks panel, click DID Bulk Operations to invoke the dialog.
4. Select the appropriate operation.
5. After selecting the appropriate Operation Selection, CSV File and Uploaded CSV file has column header Options. Click Upload to start the Uploading the file to the server for Validating each DID at server for errors and overlap.
6. After reviewing the results click Apply for saving the DIDs.
 1. Select Add to add multiple DIDs to the selected group, or to create new DID groups, then select Next option.
 1. Click Browse to select the CSV file containing the list of new DIDs.

The uploaded file must be a CSV file with the following columns (in the given order):

 - DID
 - DID Group
 - Tenant

A DID is either a single DID (in the form <did>), a range of DIDs (in the form <start>-<end>) or a DID prefix (in the form <prefix>*). Lines of text that don’t match these patterns are considered invalid.

A DID Group is the name of either an existing group or a new group that is to be created. This column is optional and defaults to the selected DID Group (if one was selected during the launching of the wizard).

A Tenant is the name of the tenant that owns (or will own) the specified DID Group. This column is optional and defaults to the current tenant.

Because DID Group and Tenant columns are optional, a flat list of DIDs can be uploaded (instead of a CSV) for addition/moving into of DIDs into the selected (in the DID group list) DID group.
 2. Click Upload.
 3. Review the Results section in screen for a summarization of the operation.

The summary includes the counts for invalid DIDs, valid DIDs, and DIDs that currently belong to other DID Groups.
 4. Click Apply.
 2. Select Move to move the specified DIDs to a selected group, then select Next option.

1. Click Browse to select the CSV file containing the list of new DIDs.

The uploaded file must be a CSV file with the following columns (in the given order):

- DID
- DID Group
- Tenant

A DID is either a single DID (in the form <did>), a range of DIDs (in the form <start>-<end>) or a DID prefix (in the form <prefix>*). Lines of text that don't match these patterns are considered invalid.

A DID Group is the name of either an existing group or a new group that is to be created. This column is optional and defaults to the selected DID Group (if one was selected during the launching of the wizard).

A Tenant is the name of the tenant that owns (or will own) the specified DID Group. This column is optional and defaults to the current tenant.

2. Click Upload.
 3. Review the Results section in screen for a summarization of the operation.
The summary includes the counts for invalid DIDs, valid DIDs, and DIDs that currently belong to other DID Groups.
 4. Click Apply.
3. Select Delete to remove the specified DIDs from the selected group, then select Next option.
 1. Click Browse to select the CSV file containing the list of new DIDs.
The file must be a CSV file containing a list of DID numbers. Each line is either a single DID (for example, 100), a range of DIDs (for example, 100-199), or a DID prefix (for example, 100*). Lines of text that do not match these patterns are ignored.
 2. Click Upload.
 3. Review the Results section in screen for a summarization of the operation.
The summary includes the counts for invalid DIDs, valid DIDs, and DIDs that currently belong to other DID Groups.
 4. Click Apply.
You can download these generated CSV files for diagnostic or auditing purposes.