

DID Management

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Section overview

This section allows creating the DID numbers, which later may be assigned to one of the packages and finally provided to a customer under the Package terms. The section consists of two tabs:

- **DID Management;**
- **Operators.**

DID Management Tab

The tab contains a list of all existing DID(s) and is presented in the form of a table with the following columns:

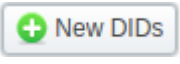
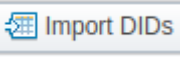
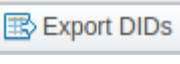
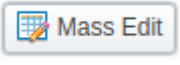
Screenshot: DID Management section

DID Management										
New DIDs Import DIDs Export DIDs Mass Edit										
Rows 1 – 6 of 6 20 Page 1 of 1										
ID	Status	Operator	DID	Tag	Notes	Client	Reseller			
5	Archive	DID Operator	12567			—	Reseller 1			
1	Reserved	DID Operator	12568			—	Reseller 1			
4	Hold	DID Operator	2563			Rose Orig rose_orig	Reseller 1			
3	Active	DID Operator	2567			Rose Orig rose_orig	Reseller 1			
2	Blocked	DID Operator	2568			Rose Orig rose_orig	Reseller 1			
6	In Stock	DID Operator	256999			—	Reseller 1			
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Column	Description	
ID	ID of a current DID number	
Status	Status of a current DID number	
	• Active	DID is in use by a customer
	• In Stock	DID is in stock and available for usage
	• Blocked	DID is temporarily not available for usage
	• Reserved	DID is not used but at the same time not available for purchase yet
	• Hold	DID is on hold after usage

	• Archive	DID is not used and not available anymore
Operator	Current DID's operator, an owner of a current DID number	
DID	Current DID number	
Tag	Specify the tag for a respective DID number you would like to be tagged in the future	
Notes	Additional information about a certain DID	
Client	Shows the client and account, which a current DID belongs to	
Reseller	Name of a reseller, under which the respective DID's operator was created	

Functional buttons, presented in the tab are as follows:

Button/Icon	Description
	Allows creating a new DID(s)
	Allows importing DIDs from .csv or .xls files
	Allows exporting currently displayed DIDs in a .csv file
	Allows editing the selected DIDs.
	Allows viewing history of DID changes in the Audit Log section
	Allows deleting a DID from the system

Attention

When a package with the **assigned DID number** is not active, this DID number will be in **Hold** and a routing destination will be unreachable.

Advanced Search

In the top right corner of the section above the table, the **Advanced Search** drop-down menu is located. To filter section data, fill in the following drop-down menu and press **Search**:

Screenshot: Advanced Search drop-down menu

Status:

Operator:

Reseller:

all resellers

Client:

Tags:

Reset

Search

Creating a DID Number

The whole process of creating a DID number can be described in a few steps:

1. Go to the **Retail > DID Management > Operators** tab. Create one or more operators (DID providers).
2. Open the **DID Management** tab, add one or more DID numbers.
Make sure that these DIDs have the **In Stock** status. You can also use the **Import DIDs** button.

Field	Description
DID(s)	Indicate one or multiple DID numbers  Tip Also, you can set the range of DID numbers here. Specify the range using the upper and lower numbers and the dash (-) to separate them. For example, 111-222 . Therefore, the system will create a range of DIDs from 111 to 222 (included).
Operator	Specify a target DID provider
Status	Choose one of the statuses a DID can acquire: • Reserved • In Stock • Archive
After Hold	Define what status a DID is going to acquire after being in Hold status. The Hold status is acquired after Package, this DID is assigned to, is deactivated
Tag	Specify an additional tag for better division of DIDs in certain groups. Useful when clients have multiple DIDs
Notes	Define additional info regarding DIDs

3. Go to the **Retail > Packages** section. Create a package, where a number of allowed DID's to be picked from will be specified.
4. Assign a respective Package to a target customer in the **Client Packages** section.
5. Open the **DIDs** tab in the target client settings. Here, pick one or more DID numbers to assign.

For more details, look through the [How to configure DIDs scheme](#) article in our Knowledge Base.

This will effectively assign a DID number to one of the customer's accounts. Please note, this functionality is very switch-dependent, and additional development or testing may be required. Please contact JeraSoft Support team for help, if you have any doubts or questions.



Tip

We recommend using **tags** to make navigation between a great deal of DIDs easier and more effective.

Mass Edit of DIDs

You easily can change the status of multiple selected DIDs, specify tags and a number of hold days using the **Mass Edit** button. To do so, you need to select DIDs (for which the status must be changed), then click the **Mass Edit** button and in a pop-up window specify the status from the drop-down list in a respective **Set Status to** field, then, click the **Update** button to confirm the change. Also, using the **Mass Edit** button, you can add a tag and notes. If you click the **Delete** button, only selected DIDs will be deleted.

Screenshot: Mass Edit window

DID Management

Operators

New DIDs

Import DIDs

Export DIDs

Mass Edit

Rows 1 – 13 of 13

20

Page 1 of 1

ID	Status	Operator	DID	Client	Reseller
8	Reserved	DID Operator	111	—	Reseller 1
9	Reserved	DID Operator	112	—	Reseller 1
10	Reserved	DID Operator	113	—	Reseller 1
11	Reserved	DID Operator	114	—	Reseller 1
12	Reserved	DID Operator	115	—	Reseller 1
13	Reserved	DID Operator	116	—	Reseller 1
5	Archive	DID Operator	12567	—	Reseller 1
1	Reserved	DID Operator	12568	—	Reseller 1
4	Hold	DID Operator	2563	Rose Orig rose_orig	Reseller 1
3	Active	DID Operator	2567	Rose Orig rose_orig	Reseller 1
2	Blocked	DID Operator	2568	Rose Orig rose_orig	Reseller 1
6	In Stock	DID Operator	256999	—	Reseller 1
7	In Stock	DID Operator 2	3333	—	Reseller 2

Set Status to:

After Hold:

Tag:

Notes:

Delete

Update

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DIDs Importing

The process of DIDs importing is pretty simple:

- 1. Click the **Import DIDs** button
- 2. In a pop-up window, you need to attach a **.csv** file you wish to be imported and fill in the respective fields
- 3. Click the **Process>>** button
- 4. Specify columns names from a drop-down list, and once again click **Process>>**
- 5. All imported DIDs will be displayed in a section table

Screenshot: Importing DIDs

DID Management

Select the file to import:

Choose File

No file chosen

Fields delimiter:

autodetect

Operator:

DID Operator

Status:

Reserved

After Hold:

Reserved

Tag:

Notes:

Process »

Screenshot: Rows and Columns Select

DID Management

ROWS AND COLUMNS SELECT

	Status		DID	Tag	Notes						Skip
ID	Status	Operator	DID	Tag	Notes	Client	Account	Package	After Hold	Reseller	
11	reserved	Op 1	1						reserved	Company Name	☐
12	active	Op 2	10			Client 0 Orig	acc_0_orig	Pack	reserved	Company Name	☐
13	archive	Op 2	2						reserved	Company Name	☐
14	instock	Op 2	4						reserved	Company Name	☐
15	instock	Op 2	5						reserved	Company Name	☐
16	instock	Op 2	6						reserved	Company Name	☐
17	instock	Op 2	7						reserved	Company Name	☐
18	instock	Op 2	8						reserved	Company Name	☐
19	instock	Op 2	9						reserved	Company Name	☐

« Return

Cancel

Process »

DIDs Exporting

DIDs export allows a user to download a .csv file that contains information currently displayed in a section table. Apart from all the columns, the file contains an extra Package column, where a respective package name, if any of the DIDs is assigned to the package, will be displayed.

Screenshot: Export DIDs button

DID Management

Operators

New DIDs

Import DIDs

Export DIDs

Mass Edit

Rows 1 – 8 of 8

20

Page 1 of 1

	ID	Status	Operator	DID	Tag	Notes	Client	Reseller	
☐	4	Reserved	Oliver	1			—	Company Name	
☐	5	Archive	Oliver	2			—	Company Name	
☐	6	In Stock	Oliver	4			—	Company Name	
☐	7	In Stock	Oliver	5			—	Company Name	
☐	8	In Stock	Oliver	6			—	Company Name	
☐	9	In Stock	Oliver	7			—	Company Name	
☐	10	In Stock	Oliver	8			—	Company Name	
☐	11	In Stock	Oliver	9			—	Company Name	

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Screenshot: Package column in an exported file

	A	B	C	D	E	F	G	H	I	J	K
1	ID	Status	Operator	DID	Tag	Notes	Client	Account	Package	After Hold	Reseller
2	4	reserved	Oliver	1						reserved	Company Name
3	5	archive	Oliver	2						reserved	Company Name
4	6	instock	Oliver	4						reserved	Company Name
5	7	instock	Oliver	5						reserved	Company Name
6	8	instock	Oliver	6						reserved	Company Name
7	9	instock	Oliver	7						reserved	Company Name
8	10	instock	Oliver	8						reserved	Company Name
9	11	instock	Oliver	9						reserved	Company Name
10											

Operators tab

This section shows the list of operators who are owners of DID numbers. The tab is presented in the form of a table with the following columns:

Screenshot: Operators tab

DID Management

Operators

+ New Operator

Rows 1 – 2 of 2

20

<<

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Page 1 of 1

>

>>

ID	Name	DID's count	Reseller	
759	DID Operator	5	Reseller 1	
760	DID Operator 2	1	Reseller 2	

About

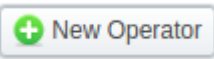
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Column	Description
ID	ID of an operator
Name	Operator's name
DID's count	The amount of DID numbers owned by the current operator
Reseller	Current operators' reseller

The functional buttons/icons in the tab are:

Button/Icon	Description
	Allows creating a new operator
	Allows filtering DID numbers in the DID Management tab by a target operator
	Allows deleting a respective operator

You can filter tab data by Resellers using Advanced Search in the top right corner of the page.

Creating a New Operator

To add a new operator, click on the **New Operator** button and specify an operator's name and target reseller in the pop-up window. Then, click **OK** for confirmation.

Screenshot: New Operator creation form

 **DID Management**

Name:

Reseller:

 Reseller 1

OK

Cancel

Apply