# **DID Management**

In this article

 Section overview DID Management Tab Advanced Search • Creating a DID Number Mass Edit of DIDs DIDs Importing DIDs Exporting • Operators tab Creating a New Operator

## 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

0	New DI	IDs 🛛 🗐 II	mport DIDs 🛛 🖾 Ex	port DIDs 🛛 🔯 Mass I	Edit		Rows 1 - 6 of 6	🗰 20 💌	« < Page 1 of	1 > >
	ID 🕴	Status	Operator	DID	🗧 Tag	Notes	🛓 Client	A V	Reseller	
	5	Archive	DID-Operator	12567				Ð	Reseller 1	\$
	1	Reserved	DID Operator	12568			_	•	Reseller 1	3
	4	Hold	DID Operator	2563			Rose Orig   rose_orig	•	Reseller 1	1
	3	Active	DID Operator	2567			Rose Orig   rose_orig		Reseller 1	1
0	2	Blocked	DID Operator	2568			Rose Orig rose_orig		Reseller 1	1
	6	In Stock	DID Operator	256999			_	€	Reseller 1	1

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Column	Description								
ID	ID of a current D	ID 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 op	perator, an owner of a current DID number							
DID	Current DID num	Current DID number							
Тад	Specify the tag for	Specify the tag for a respective DID number you would like to be tagged in the future							
Notes	Additional inform	nation about a certain DID							
Client	Shows the client	and account, which a current DID belongs to							
Reseller	Name of a resell	er, under which the respective DID's operator was created							

Functional buttons, presented in the tab are as follows:

Button/Icon	Description
Onew DIDs	Allows creating a new DID(s)
Import DIDs	Allows importing DIDs from .csv or .xls files
Export DIDs	Allows exporting currently displayed DIDs in a <b>.csv</b> file
Mass Edit	Allows editing the selected DIDs.
<del>(</del>	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 dropdown menu and press **Search**:

Screenshot: Advanced Search drop-down menu

			٥
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).
Operat or	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 <i>Hold</i> status. The <i>Hold</i> 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

D N	ew DIC	Ds 🛛 🖅 In	nport DIDs 🛛 🔣 Exp	oort DIDs 🛛 🕎	Mass Edit		Rows 1 - 13 of 13	iiii 20 🔻	« < Page 1 of 1	
	D ≜ ∀	Status 🗍	Operator	DID	Set Status to:	•	Client	A V	Reseller	
	8	Reserved	DID Operator	111	After Hold:	•	_	•	Reseller 1	\$
0	9	Reserved	DID Operator	112	Tag:		—	•	Reseller 1	3
	10	Reserved	DID Operator	113	<u> </u>		—	•	Reseller 1	1
0	11	Reserved	DID Operator	114	Notes:		—	•	Reseller 1	1
1	12	Reserved	DID Operator	115			—	•	Reseller 1	1
8	13	Reserved	DID Operator	116	Delete	Update	—	•	Reseller 1	1
)	5	Archive	DID-Operator	12567			—	•	Reseller 1	1
	1	Reserved	DID Operator	12568			_	•	Reseller 1	1
	4	Hold	DID Operator	2563			Rose Orig   rose_orig	•	Reseller 1	- 1
	3	Active	DID Operator	2567			Rose Orig   rose_orig	•	Reseller 1	1
	2	Blocked	DID Operator	2568			Rose Orig   rose_orig	•	Reseller 1	1
	6	In Stock	DID Operator	256999			-	•	Reseller 1	1
	7	In Stock	DID Operator 2	3333			_	€	Reseller 2	1

### **DIDs Importing**

The process of DIDs importing is pretty simple:

- 1. Click the Import DIDs button
- In a pop-up window, you need to attach a .csv file you wish to be imported and fill in the respective fields
   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	Operator: DID Operator 👻
Fields delimiter: autodetect	Status: Reserved
	After Hold: Reserved
	Tag:
	Notes:
	Process »

Screenshot: Rows and Columns Select

	🔻 Status 👻	-	DID 👻	Tag 👻	Notes 👻		-	-	-	-	Skip
D	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	
L9	instock	Op 2	9						reserved	Company Name	

# **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

Ð	New [	DIDs 🛛	Import DIDs	Export DIDs		🔀 Mass Edit	Rows 1 -	- 8	of 8 🗰 20 🔻 🕔		Page 1 of 1 $\rightarrow$ »
	$ID_{-\frac{1}{v}}^{-\frac{1}{v}}$	Status 🍦	Operator	DID	*	Tag 🗍	Notes	Å. V	Client 🗍		Reseller
	4	Reserved	Oliver	1					_	Đ	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 🛛 🗯

Screenshot: Package column in an exported file

	Α	В	С	D	Е	F	G	Н		J	К
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		instock	Oliver	8						reserved	Company Name
9		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

📲 DI	D Management Soperators					Ø
🔁 Ne	ew Operator	Ro	ws <b>1 - 2</b> c	of <b>2</b>	20 v < Page 1 of 1	
ID 👙	Name	* *	DID's cou	unt 🔅	Reseller	A V
759	DID Operator		5	<b>F</b> #	Reseller 1	*
760	DID Operator 2		1	<b>#</b>	Reseller 2	*
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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
Overator New Operator	Allows creating a new operator
Ē#	Allows filtering DID numbers in the <b>DID Management</b> 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	