

Enable, disable, set and check a forwarding for a DID

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

You can configure the management of the forwarding for a DID using an IVR. The management can be done using a different DID, but let's do with the same DID, just to make things more complex.

Let's start from a very simple configuration, where the DID is pointed to a Queue. We'd like to forward this DID to an external number in case of needs, with the ability to set the external number.

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To accomplish all the feature we need, an IVR accepting the several options will be needed:

- 1) activate the forwarding on the DID
- 2) deactivate the forwarding on the DID
- 3) play the forwarding number configured
- 4) set a forwarding number

The key to having this working will be to use a variable to hold the forwarding number. So we are going to create one, named "FORWARDNUMBER"

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To set the forwarding number we need to create a small media file to ask for the forwarding number and then read and store the number in the variable using a custom destination

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To play the forwarding number we can use another custom destination

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To activate and deactivate the forwarding, we'll use the embedded special destination

We need now to create a custom destination to forward the call to the number contained in the variable, using the Forward To custom destination:

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Let's organize all in the same IVR

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Now, we can assign this DID to the IVR, but before we need to hide it, so it can be triggered when needed. We'll create a "Please wait while we connect to your destination" message and while this message is played, we'll read a pin code. If that is the correct one, the IVR will be activated, otherwise, the usual destination will be connected.

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Let's see how the DID is now configured:

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The resulting diagram will be

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File not found.

Canistracci OIL example screen for Enable, disable, set and check a forwarding for a DID.

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
 - Verify the created objects appear in the expected Configuration menu page.
 - Place a controlled test call or run the related status check.
 - Remove or disable temporary test numbers when the example is no longer needed.
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