

Routing Profiles

Routing Profiles administration tasks.

- [Overview](#)
- [Create and Edit Routing Profile](#)

Overview

Create routing profile containers for voice, SMS, and fax routing rules.

Use **Admin > Overview** to manage overview.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning.

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Create and Edit Routing Profile

A routing profile groups routing rules. Tenants, extensions, campaigns, fax features, and SMS features can use routing profiles to decide which provider or route should be used for an outbound destination.

Create the Routing Profile

1. Open **Admin > Routing Profiles**.
2. Select the add action.
3. Enter a name, such as **Docs Demo Voice Routing**.
4. Enter a short description explaining when this profile should be used.
5. Select the type: Voice, SMS, or FAX.
6. Save the profile.

Add Routes

After the profile exists, add routing rules for the destinations that should use it. A typical voice profile starts with emergency, national, mobile, international, and fallback rules. Each rule should point to one or more providers and should be specific enough to avoid accidental matches.

Routing Profile Types

Type	Use
Voice	Outbound voice calls and normal extension dialing.
SMS	Outbound SMS routing through SMS-capable providers.
FAX	Outbound fax routing where fax provider handling must be separated from voice routing.

Test Routing

Use a limited test pattern and a known test number before assigning the profile to production tenants. Confirm which provider is selected, whether digit manipulation is correct, and whether caller ID rules match carrier requirements.