

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.

Revision #2

Created 2026-06-02 21:56:52 UTC by Admin

Updated 2026-06-02 21:56:52 UTC by Admin