

# DIDs

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# Overview

The **DIDs** page manages inbound telephone numbers assigned to the selected tenant, including voice, fax, SMS, privacy, recording behavior, and routing destinations. Open it from **Configuration > DIDs**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci Oil** tenant.

## Display modes

The DIDs page can be shown in DataTable mode or jqGrid mode. Use the display mode toggle in the toolbar to switch between them.

### DataTable mode

	Number	Admin Comment	Comment	Max Channels	Recording	CallerID Prefix	Unconditional forward	Inbound Call Rates	Action
<input type="checkbox"/>	+1 555 711	Docs Demo DID 1	Docs Demo DID 1		1	no			<a href="#">+</a> <a href="#">-</a> <a href="#">↺</a> <a href="#">↻</a>
<input type="checkbox"/>	+1 555 712	Docs Demo DID 2	Docs Demo DID 2		1	no			<a href="#">+</a> <a href="#">-</a> <a href="#">↺</a> <a href="#">↻</a>

DIDs page in DataTable display mode.

DataTable mode shows the standard table with search, sorting, page-size selection, row checkboxes, and bulk actions.

### jqGrid mode

DIDs - Outbound CallerID Regexs Outbound DIDs New DID Bulk DIDs 🔄 🔍

<input type="checkbox"/>	Number	Admin Comment	Comment	Max Channels	Recording	CallerID prefix	Unconditional forw	Inbound Call Rate
	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x
<input type="checkbox"/>	1555711	Docs Demo DID 1	Docs Demo DID 1	1	no			
<input type="checkbox"/>	1555712	Docs Demo DID 2	Docs Demo DID 2	1	no			

🔍 🗑️ 🔄 Columns 📄 CSV Expo 📄 Show flo View 1 - 2 of 2

DIDs page in jqGrid display mode.

jqGrid mode shows the same DID records in an advanced grid with column filters and grid toolbar actions.

## Working with DIDs

Task	How to do it
Add	Select the New DID action, complete the form, and select Save.
Edit	Open the DID from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the DID and select Delete, then confirm.

## Page functions

Action	Description
Outbound CallerID Regexs	Opens the DID caller ID rewrite rules used for outbound caller ID presentation.
Outbound DIDs	Opens the outbound DID management view.

Action	Description
New DID	Opens the creation form for a new DID.
Bulk DIDs	Opens the bulk DID creation tool.
Delete Selected	Deletes selected rows after confirmation.
CSV/XLS Upload	Opens import tools for bulk DID data.
Enable jqGrid	Switches the table display mode for advanced grid controls.
Divert	Opens the divert action for selected DIDs when available.

## List columns

Column	Description
Number	The inbound number or matching value.
Admin Comment	Internal administrator note for the DID.
Comment	Tenant-facing or operational note for the DID.
Max Channels	Maximum simultaneous channels allowed for the DID.
Recording	Recording policy shown for inbound calls on the DID.
CallerID Prefix	Prefix applied to inbound caller ID number or name.
Unconditional forward	Destination used when unconditional forwarding is enabled.
Inbound Call Rates	Rate profile applied to inbound calls.
Action	Row-level actions available for the DID.

## Demo records

The tenant contains documentation demo DID records such as **Docs Demo DID 1** and **Docs Demo DID 2**.

# Create and Edit DIDs

Use **Create and Edit DIDs** to add or maintain inbound numbers for the selected tenant. The same form is used for new DIDs and existing DIDs: a new DID starts with tenant defaults, while an existing DID opens with the saved values.

The screenshots use the **Canistracci Oil** tenant.

## Creating and editing

Action	Description
Create	Open <b>Configuration &gt; DIDs</b> and select <b>New DID</b> . Fill the required fields and select Save.
Edit	Open an existing DID from the DIDs list. Update the required fields and select Save.
Delete	When delete permission is available, open the DID and select Delete, or delete selected rows from the list. Confirm only after checking destinations and call-flow references.

## Information

Information Show All

Number: (  )  -

Comment:

Max Channels:   Notify over limit

Use CNAM Service

Hide CallerID

Use as Emergency CallerID

Inbound Call Rate:  ▼

Admin Comment:

Information section on the DID edit form.

Use this section for the DID identity, channel limits, privacy behavior, emergency caller ID behavior, branch or department classification, inbound call rate, provider, and administrator notes.

Block	Purpose
Number	Sets the DID number. Depending on system format settings, the number can be entered as country, area, and number fields or as a single value.
Comment and admin comment	Stores visible and internal notes for list views and administration.
Max Channels	Limits simultaneous use of the DID. Empty means unlimited; zero disables usage.
CNAM and privacy	Controls caller-name lookup and whether inbound caller ID is hidden.
Emergency caller ID	Marks the DID for emergency caller ID use and stores emergency notes when enabled.
Branch, department, rate, and provider	Classifies the DID and links it to inbound rating or DID provider data when those options are available.

# Voice

**Voice**

Unconditional Forward: Action to take

Always Record: No

Email recording to:

Transcript recorded calls: No

Summarize recorded calls: No

Sentiment analysis recorded calls: No

Prefix CallerID Num:

Prefix CallerID Name:

Destination: Please select DID destination

Voice section on the DID edit form.

Use this section for voice-call forwarding, recording, caller ID prefixes, and the main inbound destination.

Block	Purpose
Unconditional Forward	Routes all inbound calls to the selected destination when enabled.
Recording	Controls whether inbound calls are recorded and whether callers or called parties can start or stop recording.
Email recording and minimum size	Sends matching recordings to configured recipients and suppresses very small recordings when a minimum size is set.
Transcript, summary, and sentiment	Enables AI processing for recorded calls when the tenant supports those services.
Caller ID prefixes	Adds prefixes to inbound caller ID number or name before the call is delivered.
Destination	Selects the normal inbound destination for calls to the DID.

# Fax

**Fax**

Receive Fax:

Fax Routing Profile:

Fax Station ID:

Fax Header:

Fax Protocol:

Email destinations:

Store fax received:

On Fax received:

Fax section on the DID edit form.

Use this section for inbound fax detection, fax routing, store-and-forward behavior, direct print or storage destinations, fax identity, and post-receive actions.

Block	Purpose
Receive Fax	Controls whether the DID never receives faxes, autodetects faxes, forces fax handling, stores and forwards, or sends faxes to print/storage.
Fax Routing Profile	Selects the routing profile used for outbound faxes when this DID is used as caller ID.
Forward or print/storage target	Sets the forwarding number or external print/storage target used by the selected fax mode.
Fax station and header	Sets the station ID and header text shown on fax documents.
Fax Protocol	Selects T.38, G.711, or mixed fax protocol behavior.
Email, store, and success destination	Controls fax delivery by email, whether received faxes are stored, and where the call continues after a successful fax.

# SMS

SMS

Protocol: No SMS support ▼

IMSI match:

From field:

To field:

Body field:

MMS Link field:

MMS Link auth provider: No authentication ▼

HTTP Answer:

Send SMS to email:

Store SMS received: No ▼

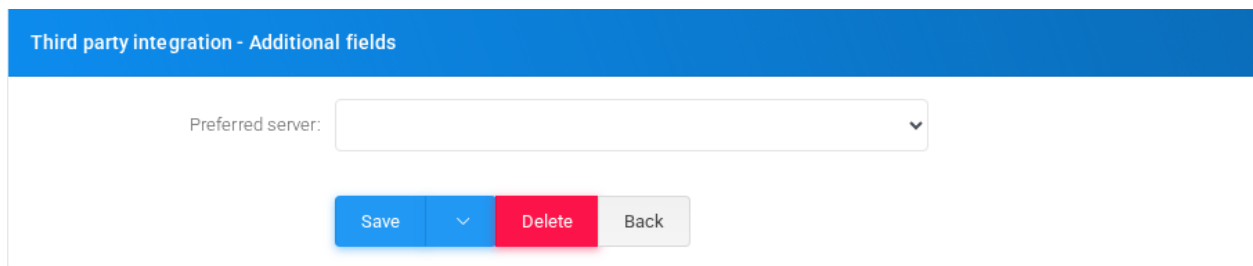
SMS Destination: Please select SMS destination ▼

SMS section on the DID edit form.

Use this section for SMS reception protocol, message field mapping, message delivery, storage, and routing destination.

Block	Purpose
Protocol	Selects whether the DID supports SMS and how inbound SMS data is received.
IMSI and field mapping	Maps inbound SMS source, destination, body, and MMS link fields for custom payloads.
Email and store	Controls notification delivery and whether messages are stored.
Destination	Selects the destination used when an inbound SMS is received.

## Third party integration - Additional fields



Third party integration - Additional fields

Preferred server:

Save  Delete Back

Third party integration additional fields section on the DID edit form.

Use this section for additional tenant-specific or integration-specific DID fields. The visible fields depend on the enabled integrations and custom template options.