

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 Configuration > DIDs and select New DID . 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:

IMSI match:

From field:

To field:

Body field:

MMS Link field:

MMS Link auth provider:

HTTP Answer:

Send SMS to email:

Store SMS received:

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

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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.

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