



DID Pool & IVR Applications

DID Pool is the feature allowing to configure DID (Direct Inward Dialing) numbers forwarded to the system via DID gateway or specialized DID provider for use with IVR applications. Each DID number has the following parameters:

- **DID:** this is the "canonic" E.164 number that will be used by the system for billing and accounting purposes.
- **Incoming DID/CLD:** this is the number as it comes from the DID gateway or DID provider. It might be the same as DID, but sometimes it could differ due to presence of local or technical prefixes.
- **CLI Translation Rule:** regular expressing to translate incoming CLI into a canonic E.164 form. This is important particularly for the Callback application, where the system should be able to call CLI back. Can be empty in the case when DID comes with E.164 CLI already.
- **Assigned to:** IVR Application that handles incoming calls via that DID. The DID can be unassigned, in which case the system will not perform any specific processing for calls via that DID and they will be subject to a regular incoming call AAA procedures.

IVR Applications is the menu that allows configuring IVR applications. Examples of such applications are Calling Card, ANI Callback, Top-up etc. Once created, application can be assigned to one or more DID numbers to be invoked each time the call via that DID number has been received.

For applications that provide language selection there is list of languages to select from. Once the application has been saved there is also section to fine tune application parameters.

Screenshots on the next page:

Example Configuration:

DID Pool

Filter

DID is like Country is like

Inc. DID/CLD is like Description is like

Upload DIDs No file chosen

Download DIDs

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DID	Incoming DID/CLD	CLI Translation Rule	Assigned to	Country, Description	Status	Action
19055954509	19055954509		IVR Calling Card U.S	CANADA, Ontario		
19546532139	19546532139		IVR Callback	UNITED STATES, Florida		
800999996	800999996		IVR Calling Card U.S	Not Applicable, International Freephone Service		
<input type="text"/>	<input type="text"/>	<input type="text"/>	Not Assigned <input type="button" value="v"/>			

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IVR Applications / Callback

Basic Parameters

Name Description

Type **IVR Application**

Advanced Parameters

Name	Value	Action
Backoff Interval	30	
Default Account Username	777306409	
Default IVR Language	en	
Delay Before Callback	3	
Max # Of Callback Attempts	1	
Minimum Balance	180 USD	
Ringback Time	2	
Ringback Type	indicate	
Select One...	<input type="text"/>	