



Technical Bulletin

2018-002

BackOffice & Dialed ID

The Dialed ID option uses the dialed DID digits transmitted on the PRI or SIP Trunk circuit for call processing. You can allocate/sort to specific folders based on DID dialed information or just note the dialed ID in the comments field.

Enabling Dialed ID without the use of SMDR will allocate incoming calls to specific DID folders based on the number dialed and data entered into the DID filter panel. Outgoing calls, incoming calls without dialed ID info and inbound calls not included in the DID filter panel will be stored in the Unallocated folder.

Using Dialed ID with SMDR enabled will allocate incoming calls to specific DID folders based on the number dialed and data entered into the DID filter panel. Outgoing calls, incoming calls without dialed ID info and inbound calls not included in the DID filter panel will be stored in the extension folder.

Dialed ID Options:

- To use Dialed ID select “Enable Dialed ID Processing” on the Dialed ID tab.
- Enabling the “Create Separate Subfolders for Each Extension” option will allow calls to be allocated to extension folders that are built under each main DID folder. If you want all calls to a dialed number to be in the main DID number folder do not select this option. This option does not work if SMDR is not enabled.
- DID Filter – You can specify which dialed ID numbers are sorted to individual folders. You can also use the “*” symbol to wild card and choose to sort all dialed ID calls to individual folders. For each entry you can choose:
 - Record – use this option if you want to allocate calls to the folder for the extension but include the dialed ID information in the comments field.
 - Record and Sort – use this option to allocate calls to the DID folder.
 - Do Not Record – use this option to select dialed ID calls to not record.