

DID & Toll-Free Numbers

Navigation: Admin → Telephony → DID Numbers **Last verified:** Genesys Cloud Resource Center — March 2026

What Are DID and Toll-Free Numbers?

DID (Direct Inward Dial) and toll-free numbers are the inbound phone numbers your organization uses. They must be added to Genesys Cloud as inventory before they can be assigned to a person, phone, or call flow.

Number Type	Description
DID	Geographic number with a local area code; used for direct user or department dialing
Toll-Free	Non-geographic number (800, 833, 844, 855, 866, 877, 888); typically used for public-facing inbound access

Both DID and toll-free numbers are managed in the **same workflow** under [Admin → Telephony → DID Numbers](#).

Two Main Areas

Tab	Purpose
DID Ranges	Add and manage blocks of DID or toll-free numbers
DID Assignments	Assign individual numbers to a person, phone, or call flow; view and manage current assignments

Navigation

Task	Path
Open DID Numbers	Admin → Telephony → DID Numbers
Open DID Ranges	DID Numbers → DID Ranges tab
Create a range	DID Ranges → Create Range
Open DID Assignments	DID Numbers → DID Assignments tab
Assign a number	DID Assignments → select number → Assign
Unassign a number	DID Assignments → select assigned number → Unassign

Step 1: Create a DID or Toll-Free Range

Numbers must be added as a range before they can be assigned.

Step	Action
Step 1	Navigate to Admin → Telephony → DID Numbers
Step 2	Open the DID Ranges tab
Step 3	Click Create Range
Step 4	In DID Start , select the country and enter the first number
Step 5	In DID End , select the same country and enter the last number
Step 6	Enter the Service Provider (carrier/provider name)
Step 7	Save the range

Range Creation Fields

Field	Description
DID Start	First number in the range — country selector + number
DID End	Last number in the range — same country as Start
Service Provider	Carrier or provider name associated with this block



i For a single number, enter the same value in both Start and End.

Step 2: Assign a Number

Once numbers are in inventory, assign them from the **DID Assignments** tab.

Step	Action
Step 1	Open the DID Assignments tab
Step 2	Locate the desired number (search or filter by assignment status)
Step 3	Select the number
Step 4	Choose the assignment target type
Step 5	Select the specific Person , Phone , or Call Flow
Step 6	Save the assignment
Step 7	Test inbound routing

Assignment Target Types

Target	Use Case
Person	Assign a direct number to a specific user
Phone	Assign a number to a specific device
Call Flow	Assign a number to an inbound Architect flow (IVR / queue entry point)

Common Assignment Scenarios

Scenario	Target
Employee direct inward dial	Person
Main inbound IVR number	Call Flow
Shared lobby or reception device	Phone
Public-facing toll-free number	Call Flow

Scenario	Target
Branded toll-free for a department	Call Flow

Unassigning a Number

Select the assigned number in DID Assignments and choose **Unassign**. The number returns to available inventory and can be reassigned.

Troubleshooting

Issue	Cause	Resolution
Number not visible	Range not created or not imported	Recheck DID Ranges and provider data
Number cannot be assigned	Already assigned or not in available inventory	Filter by assignment status; unassign first if needed
Calls do not reach destination	Wrong assignment target or downstream routing issue	Verify the assignment target and its call flow/phone/user setup
Wrong user or flow receives calls	Incorrect assignment	Unassign and reassign correctly
Toll-free not available	Number not yet purchased, ported, or activated	Confirm procurement or porting status with carrier

Quick Reference

Question	Answer
Where do you manage DID and toll-free numbers?	Admin → Telephony → DID Numbers
What are the two main tabs?	DID Ranges and DID Assignments
What can a number be assigned to?	A person, a phone, or a call flow
What fields are needed to create a range?	DID Start, DID End, and Service Provider
Can toll-free numbers be managed here too?	Yes — same workflow
What must happen before a number can be assigned?	It must exist in a DID Range

Naming Convention

Resource	Example
DID Range (provider)	CarrierA_US_DID_Block_01
Toll-Free main entry	US_TF_Main_Inbound

See Also

- **Call Routing & Message Routing** — DID numbers are associated with inbound call routes
- **Architect Overview** — call flows are the assignment target for main inbound numbers
- **Extensions** — separate from DIDs; extensions are internal-only dialing numbers
- **Architectural Build Order** — DID numbers are configured in Phase 2

Screenshots

DID/Toll-Free Hands-On

The screenshot displays the 'DID Assignments' interface. At the top, there are two tabs: 'DID Assignments' (highlighted with a red box) and 'DID Ranges'. Below the tabs is an 'Assign' button with a plus icon. To the right of the button are 'View: All' and a search bar labeled 'Search...'. The main area contains a table with the following columns: 'DID Number', 'Assignee', 'Service Provider', and 'Comments'. A single row is visible with a checked checkbox, the DID number '+1 317-318-8519', and the service provider 'Genesys Cloud Voice'. On the right side, there is a 'Assign a DID number' panel with the following fields: 'Assignee Type' (set to 'Person'), 'Assignee' (empty dropdown), and 'DID Number' (set to '+1 317-318-8519'). A 'Required' label is positioned above the DID Number field.

To unassign

The screenshot shows the 'DID Assignments' section of a system. At the top, there are two tabs: 'DID Assignments' and 'DID Ranges'. Below the tabs, there are two buttons: '+ Assign' and '- Unassign'. The '- Unassign' button is highlighted with a red rectangle. To the right of these buttons, there is a 'View:' dropdown menu set to 'All' and a search bar labeled 'Search...'. Below this is a table with the following columns: 'DID Number', 'Assignee', 'Type', 'Assigned', 'Service Provider', and 'Comments'. The table contains one row with the following data: 'DID Number' is '+1 317-318-8519', 'Assignee' is 'Test Call Route', 'Type' is 'Call Flow', 'Assigned' has a radio button selected, 'Service Provider' is 'Genesys Cloud Voice', and 'Comments' is empty. In the center of the screen, a modal dialog box is open with the text 'Unassign 1 number(s)'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Unassign'.

DID Ranges

The screenshot shows the 'DID Ranges' section of a system. At the top, there are two tabs: 'DID Assignments' and 'DID Ranges'. The 'DID Ranges' tab is highlighted with a red rectangle. Below the tabs, there is a '+ Create Range' button. Below this is a table with the following columns: 'DID Range', 'Service Provider', and 'Comments'. The table contains one row with the following data: 'DID Range' is '+1 317-318-8519 → +1 317-318-8519', 'Service Provider' is 'Genesys Cloud Voice', and 'Comments' is empty. On the right side of the screen, there is a 'Create Range' form with the following fields: 'DID Start' (a dropdown menu), 'DID End' (a dropdown menu), 'Service Provider' (a text input field), and 'Comments' (a text input field).

Revision #1

Created 13 March 2026 00:15:51 by Cesar Gzz

Updated 13 March 2026 00:20:17 by Cesar Gzz