

How To Add Routing For DNIS And VDN

09/25/2026 2:58 pm EDT

How To Add Routing For DNIS And VDN

Standard operating procedure based on the recorded walkthrough for adding customer DNIS routing through Avaya VDNs and the Two Way distributor configurations.

Purpose And Scope

Use this procedure when a case requires DNIS values to be routed to VDNs and then added to the matching customer distributor configuration. The recorded example added DNIS or VDN values 75305 and 75306, used vector 5 for Two Way, and updated both the Wisconsin and Colorado environments. For a different customer, use the customer specific switch names, vectors, distributor files, and target numbers from the case.

Before You Start

- [] Confirm the customer, requested DNIS values, VDN values, target number, and vector assignment from the case.
- [] Confirm whether each DNIS or VDN already exists in Avaya before adding a new entry.
- [] Identify every switch or site that must receive the Avaya update. In the example, Wisconsin and Colorado both had to be updated.
- [] Identify the matching distributor configuration for each site.
- [] Keep the case visible so you can cross check values while entering them.

Example Values From The Walkthrough

Field	Example Value	How To Use It
Customer or application	Two Way	Use the customer named in the case.

DNIS or VDN values	75305 and 75306	Add each value separately anywhere the procedure says to add a DNIS or VDN.
Vector	5	Use the vector assigned to that customer or routing path.
Sites updated	Wisconsin and Colorado	Repeat the Avaya and distributor work in each required site.
Distributor result	Configuration is good	This is the expected validation message before saving.

Process Overview

Stage	System	Action	Completion Check
1	Avaya	Add or confirm the VDN entries for every required DNIS value.	The VDN shows the correct vector.
2	Second Avaya switch or site	Repeat the same VDN entries where the customer must be routed.	All required switches have the same routing values.
3	Distributor configuration	Insert the DNIS values under the correct target or hook flash number.	The values are in the correct customer block.
4	Distributor validation	Run Verify, correct any errors, then Save.	The message says Configuration is good.

Step 1 Add The VDN Routing In Avaya

1. Open Avaya for the first required switch or site.
2. Search for the requested VDN or DNIS value to confirm whether it is already present.

3. If the value is not present, add the VDN. In the walkthrough, Ed added VDN 75305 and assigned it to vector 5.
4. Add the next VDN value the same way. In the walkthrough, Ed added VDN 75306 and also assigned it to vector 5.
5. Confirm each added VDN points to the correct vector for the customer.

Step 2 Repeat Avaya Routing For The Other Required Site

Repeat the same Avaya work in every required switch. In the recording, the Wisconsin switch was updated first, then the same VDNs were added in the Colorado switch. Do not move to the distributor configuration until each required Avaya switch has the requested VDN values and vector assignment.

Step 3 Add The DNIS Values In The Distributor Configuration

1. Open the customer distributor configuration for the first site. In the walkthrough, this was the Wisconsin Two Way distributor.
2. Find the target number or hook flash number referenced by the case. Use the case and any prior change history to confirm the correct block.
3. Insert each requested DNIS value in that block. The walkthrough inserted 75305 and 75306.
4. Place the new values in numeric order with the surrounding DNIS values. The recording notes that ordering may not be technically required, but keeping the list ordered makes future updates easier and reduces search mistakes.
5. Review the surrounding lines before validating to make sure commas, quotation marks, brackets, and indentation match the existing entries.

Step 4 Verify And Save The Distributor Configuration

1. Click Verify in the distributor editor.
2. Wait for the validation result.
3. If the message says Configuration is good, click Save.
4. If validation fails, do not save. Review the newly inserted values and surrounding syntax, correct the issue, and run Verify again.
5. After saving, move away from or minimize the distributor page so accidental changes are less likely.

Step 5 Repeat The Distributor Update For The Other Site

Open the matching distributor configuration for the next required site and repeat the same insert, verify, and save sequence. In the walkthrough, Ed repeated the process in the Colorado Two Way distributor after finishing Wisconsin. The routing work was complete only after both distributor configurations showed a good validation result and were saved.

Closeout Checklist

- ☐ Every requested DNIS or VDN value was checked or added in Avaya.
- ☐ Every required switch or site was updated.
- ☐ Each VDN points to the correct customer vector.
- ☐ Each distributor configuration contains the requested DNIS values under the correct target number.
- ☐ Distributor validation returned Configuration is good for every updated site.
- ☐ Each validated distributor configuration was saved.
- ☐ The case notes reflect the sites updated and the values added.

Common Issues To Watch For

Issue	Why It Matters	What To Do
VDN already exists	Adding a duplicate can create confusion or fail.	Confirm the existing vector assignment and update only if the case requires it.
Wrong vector	Calls route to the wrong customer or path.	Verify the customer vector before saving the Avaya entry.
Wrong distributor block	The DNIS may validate but route under the wrong target.	Use the target or hook flash number from the case and compare nearby values.
Syntax error in distributor file	The configuration will not validate.	Check commas, quotation marks, brackets, and placement against adjacent entries.

One site missed	Routing may work in one environment but fail in another.	Use the closeout checklist before closing the case.
-----------------	--	---