

Dial Plan

The Dial Plan module is dedicated to the managing of the **logical routing of communications**.

This section allows to define rules for the outbound and inbound calls routing. In addition, for each rule, it's possible to define a specific behavior according to different moments of the day or of the week.

The Dial Plan Menu is divided into:

- [Inbound](#) (internal or external)
- [Outbound](#).

In each of these sections you can manage the existing Rules and create new ones.

The screenshot shows the XCALLY web interface for 'Internal Inbound Configuration'. The left sidebar contains navigation options: Dashboard, Agents, Sip, Queues, Dial Plan (selected), Inbound (Internal, External), Outbound, Trunks, Audio, Cally Square, and Analytics. The main content area displays a table of rules with columns for DID, Name, Description, Type, and Action. A '+ New Route' button is visible at the top left of the table area. Above the table, there are options to 'Copy', 'CSV', 'Excel', and 'PDF'. Below the table, there is a search bar and a 'Submit' button. The table contains 5 records, all of type 'internal'.

DID	Name	Description	Type	Action	
				<input type="text"/> Search <input type="button" value="Reset"/>	
<input type="checkbox"/>	8888	Call Queue	Call Queue	internal	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	8889	IVR Demo	IVR Demo	internal	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	8887	Backoffice queue	Backoffice queue	internal	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	8886	Demo Ivrr	Demo IVR	internal	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	6000	Queueetest	test	internal	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Through the Rules table it's possible to:

- Change the parameters specified in the creation of the rule by clicking on Edit
- Delete the rule with a click on the button Delete.

You can also copy the table to the clipboard or export it in CSV, Excel and PDF.