Managing Domains and Service Areas

Domains are groupings of subscribers. For each grouping, one or more system users can be authorized to manage services for subscribers within that Domain. In addition, rules or policies may be set on a Domain; those rules and policies will apply to services for subscribers in that Domain. Common policies can also be applied on operations within a Domain.

A user can manage more than one Domain (if the user is assigned the proper authorization role). All of the user’s services are provisioned in the Services Domain that you specify while adding the user (to add a user, choose Administration > Users and Device Access Management > User Management).

To use Domains in Provisioning, you must do the following:

- Create and configure the Domain—Includes assigning a Call Processor and Unified Message Processor (optional).
- Create and configure Service Areas—Includes selecting call search spaces, route partitions, and device pool; specifying user types that have access to the Service Area; and configuring directory number blocks.

**Figure 4-1  Domain Configuration**

```
Domain #1
Admin = Bill, Sally

Service Area
Subscriber Type = Contractor

CM Express
  Unity

Domain #N
Admin = Mary

Service Area
Subscriber Type = Field Eng

Service Area
Subscriber Type = Lobby

Service Area
Subscriber Type = Employee
```

A user can manage more than one Domain (if the user is assigned the proper authorization role). All of the user’s services are provisioned in the Services Domain that you specify while adding the user (to add a user, choose Administration > Users and Device Access Management > User Management).

To use Domains in Provisioning, you must do the following:

- Create and configure the Domain—Includes assigning a Call Processor and Unified Message Processor (optional).
- Create and configure Service Areas—Includes selecting call search spaces, route partitions, and device pool; specifying user types that have access to the Service Area; and configuring directory number blocks.

**Figure 4-1  Domain Configuration**

```
Domain #1
Admin = Bill, Sally

Service Area
Subscriber Type = Contractor

CM Express
  Unity

Domain #N
Admin = Mary

Service Area
Subscriber Type = Field Eng

Service Area
Subscriber Type = Lobby

Service Area
Subscriber Type = Employee
```
Creating a Domain

To create a domain:

**Step 1** Choose **Design > Set Up Deployment > Domains**.

**Step 2** In the Configure a New Domain page, complete the fields as required, and click **Save**.

For configuring a Domain, see Configuring a Domain, page 4-2.

---

**Note**

You need to provide a Domain Name for the Domain ID field. Valid values are space, alphanumeric characters (A-Z, a-z, 0-9), and the following special characters: _ - . / ; = ? @ ^ ‘ { } [ ] | ~.

---

Customer Domain Template

If your implementation has more than one Domain, you can configure the Customer Domain Template according to the default business rules and user types that you require for your implementation.

When you create new Domains, they inherit the standard set of business rules and user types from the Customer Domain Template. You can then change the business rules and user types as required for each new Domain. Changes made to the Customer Domain Template affect only new Domains created after that point.

The Customer Domain Template is created by default when you install Provisioning. You configure it by specifying business rules and subscriber roles for it the same way that business rules and subscriber roles are specified for new Domains.

Configuring a Domain

After you have created a Domain, you must select one or more Call Processors for it. You can also select one or more Unified Message Processors. The Domain information includes Service Areas and subscriber roles that have access to your new Domain.

---

**Note**

You must create the Call Processor and Unified Message Processor before you can add them to a Domain. Call Processors and Unified Message Processors can be shared across Domains.

**Step 1** Choose **Design > Set Up Deployment > Domains**.

**Step 2** From the Domain Configuration page, Click **View Domain**.

**Step 3** From the search page, select the Domain that you require.

**Step 4** From the Options pane of the View Domain page, click **Update**.
Creating a Domain

Step 5 Enter the necessary field information in the Update Domain page, and click Save.

Step 6 Perform Domain synchronization after configuring a Domain. See Domain Synchronization, page 5-6 for details.

Table 4-1 describes the fields required for configuring a Domain.

Table 4-1 Domain Configuration Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain ID</td>
<td>Name of the Domain. Valid values are space, alphanumeric characters (A-Z, a-z, 0-9), and the following special characters: _ - / ; : = ? @ ^ ' { } [ ]</td>
</tr>
<tr>
<td>Description</td>
<td>Description of the Domain.</td>
</tr>
<tr>
<td>AAA Server</td>
<td>List of available AAA servers to use for authentication.</td>
</tr>
<tr>
<td>Call Processor</td>
<td>Call Processors for the Domain.</td>
</tr>
<tr>
<td>Processor</td>
<td></td>
</tr>
<tr>
<td>Subscriber Roles</td>
<td>Includes the default Provisioning subscriber roles.</td>
</tr>
<tr>
<td>Service Area</td>
<td>Geographic, organizational, or technological boundaries for the Domain.</td>
</tr>
</tbody>
</table>

Editing a Domain’s Provisioning Attributes

You can set provisioning attributes at the Domain level. All provisioning attributes set at other levels (Service Area, subscriber type, Advanced Order) take precedence over provisioning attributes set at the Domain level. For more information on provisioning attributes, see Configuring Provisioning Attributes, page 6-35.

Step 1 Choose Design > Set Up Deployment > Domains.

Step 2 In the Domain Configuration page, click View Domain.

Step 3 In the search page, select the Domain that you require.

Step 4 In the Options pane of the View Domain page, click Edit Provisioning Attributes.

Step 5 From the Provisioning Attribute Management page, update attributes as desired, then click Done. (For descriptions of the provisioning attributes, see Configuring Provisioning Attributes, page 6-35.)

Deleting a Domain

When a Domain is deleted, subscribers, rules, Service Areas, directory number blocks, and subscriber roles are removed. Voice terminal, directory number, license capabilities, and instances of Unified Presence user settings in IM are moved to the Global Resources namespace. Before a Domain can be deleted, the following conditions must be met:

- No active released orders, including unrecoverable or recoverable errors.
- No active batch projects.
Service Areas

Service Areas are groupings within a Domain that are used to structure and manage the required IP telephony and messaging services across geographic, organizational, or technological boundaries. The Service Area typically acts as a service offering location and provides a template mechanism that determines provisioning attribute values used during order processing.

The Service Area determines the mappings from the business view of the service to the technology delivering those services.

Administrative users may configure Service Areas. This helps ensure that service orders follow company policies and best practices for configuring subscribers.

A Service Area also handles Cisco Unified Communications Manager partitioning and class of service by directing which location, device pool, calling search space, and route partition assignments to use for any user provisioned into that Service Area.

For example, on a Service Area associated to a Cisco Unified Communications Manager, the Service Area defines the device pool, route partition, calling search spaces, location, and external phone number mask that the products will use within Cisco Unified Communications Manager.

In this case, when you configure a Service Area, you have a list of route partitions that can be assigned to it based on the selected Call Processor for the Service Area. If the Service Area does not have any associated route partition, then the directory numbers and lines are created in the default route partition in Cisco Unified Communications Manager.

Step 1 Put Provisioning in maintenance mode (see Maintenance Mode, page 2-8).
Step 2 Choose Design > Set Up Deployment > Domains.
Step 3 From the Domain Configuration page, click View Domain.
Step 4 From the search page, select the Domain that you require.
Step 5 In the Options pane of the View Domain page, click Delete Domain.

Note The system must be in maintenance mode for the Delete command to appear in the Options pane.

Step 6 Click OK.
The Domain deletion begins, with a progress bar displaying the status of the deletion in the Options pane.

No Domain synchronizations in progress.
No Call Processor or Unified Message Processor synchronizations in progress.

If these conditions are not met, a message appears on the page when you attempt to delete a Domain, telling you the operation will not start. The system must be in maintenance mode before the delete option is available.

While the Domain deletion is in progress, avoid performing any activities until the Domain deletion is complete.
For Cisco Unity and Cisco Unity Connection Unified Message Processors, if you assign a Unified Message Processor to a Service Area, the Subscriber Template (with or without the TTS feature) and Subscriber CoS (with or without the TTS feature) can be configured. These templates can be used for voicemail provisioning of subscribers in the Service Area.

**Note**

For Service Areas with Call Processors based on Cisco Unified Communications Manager Express, only device pools are available for selection. Calling search spaces and route partitions are not available.

Figure 4-2 shows how the associations with Service Area to route partition, device pool, calling search spaces, and Domain are established when you create and configure the Service Area. Service areas also determine the key voicemail settings and call forwarding behaviors.

**Figure 4-2    Service Area Configuration**
Creating Service Areas

Table 4-2 describes the fields for creating a Service Area.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area ID</td>
<td>Name of the Service Area. Valid values are alphanumeric characters (A-Z, a-z, 0-9), underscore (_), hyphen (-), asterisk (*), and period (.).</td>
</tr>
<tr>
<td>Domain</td>
<td>The Domain that the Service Area belongs to.</td>
</tr>
</tbody>
</table>

**Step 1**  Choose **Design > Set Up Deployment > Service Areas**.

**Step 2**  In the Service Area Configuration page, click **New Service Area**.

**Step 3**  In the Service Area ID field, type the name of the new Service Area.

**Step 4**  Select the Domain that you want the Service Area to belong to, and click **Save**.

For information on configuring a Service Area, see Configuring Service Areas, page 4-6.

Configuring Service Areas

When configuring a Service Area, you can do the following:

- Map the Service Area to the corresponding Call Processor objects by specifying its Call Processors and related objects (for a Cisco Unified Communications Manager, some examples are call search space, route partition, and device pool), Unified Message Processor, and Unified Presence Processor.

- Specify the subscriber types for the Service Area (only users within a Service Area can order products from it).

  The Employee subscriber role is the default based on the Domain rule DefaultUserType.

- Create directory number blocks for the Service Area users.

- Set a default phone number mask and/or call forward settings for new lines ordered within the Service Area.

- Unified Presence Processor settings will list the Presence processor if the selected Call Processor has associated Presence processors.

**Note**  After a Service Area is assigned to a Domain, it cannot be changed. Further, after a Call Processor, Unified Message Processor, or Unified Presence Processor is assigned to a Service Area, it cannot be changed.
### Service Area Configuration Fields

Table 4-3 describes the fields for configuring a Service Area.

**Table 4-3  Service Area Configuration Fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area ID</td>
<td>Name of the Service Area.</td>
</tr>
<tr>
<td>Domain</td>
<td>Domain that the Service Area belongs to.</td>
</tr>
<tr>
<td>Call Processor Settings</td>
<td>The settings available depend on the device type of your Call Processor.</td>
</tr>
<tr>
<td>Name</td>
<td>Call Processor for the Service Area (read-only).</td>
</tr>
<tr>
<td>Phone Protocol</td>
<td>The protocol to be configured when phones are ordered. You will have an option of either SIP or SCCP for Cisco Unified Communications Manager versions which support SIP. Otherwise SCCP is displayed.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> This field appears only if you selected Cisco Unified Communications Manager 5.0 and later.</td>
</tr>
<tr>
<td>Call Search Space (phone) 1</td>
<td>Call search space to be assigned to phones and extension mobility profiles. It can be left blank.</td>
</tr>
<tr>
<td>Call Search Space (Line) 1</td>
<td>Call search space to be assigned to lines on a phone or extension mobility profile. It can be left blank.</td>
</tr>
<tr>
<td>Common Device Config 1</td>
<td>Configuration of common device settings for the Service Area. The following settings are controlled by Common Device Configuration:</td>
</tr>
<tr>
<td></td>
<td>• Softkey Template</td>
</tr>
<tr>
<td></td>
<td>• User Hold MOH Audio Source</td>
</tr>
<tr>
<td></td>
<td>• Network Hold MOH Audio Source</td>
</tr>
<tr>
<td></td>
<td>• User Locale</td>
</tr>
<tr>
<td></td>
<td>• MLPP Indication</td>
</tr>
<tr>
<td></td>
<td>• MLPP Preemption</td>
</tr>
<tr>
<td></td>
<td>• MLPP Domain</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> This field appears only if you selected Cisco Unified Communications Manager 6.0.</td>
</tr>
<tr>
<td>Location 1</td>
<td>Location to be assigned to a device.</td>
</tr>
<tr>
<td>Route Partition 1</td>
<td>Route partition for the Service Area. This is the same as a partition in Cisco Unified Communications Manager.</td>
</tr>
<tr>
<td>Device Pool</td>
<td>Device pool for the Service Area.</td>
</tr>
<tr>
<td>Voice Gateway References</td>
<td>Voice gateway references for the Service Area.</td>
</tr>
<tr>
<td>Unified Presence Processors</td>
<td>The settings available depend on the device type of your Unified Presence Processor.</td>
</tr>
<tr>
<td>Name</td>
<td>Name of the Unified Presence Processor.</td>
</tr>
<tr>
<td>Unified Message Processors</td>
<td>The settings available depend on the device type of your Unified Message Processor.</td>
</tr>
</tbody>
</table>
Creating Service Areas

It is recommended that you specify the following for a Service Area before you synchronize the Domain that it belongs to:

- Call Processors
- Call search space
- Route partition
- Device pool
- Unified Message Processor
- Location

Table 4-3  Service Area Configuration Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unified Message Processor for the Service Area (if applicable).</td>
</tr>
<tr>
<td>Email Processors</td>
<td>Available only for Cisco Unity Connection and integrated with an external Exchange Server for IMAP client support.</td>
</tr>
<tr>
<td></td>
<td>To configure an external Exchange Server for IMAP in Cisco Unity Connection, on the Cisco Unity Connection system, go to System Settings &gt; External Services &gt; Add New, and fill in the required fields.</td>
</tr>
<tr>
<td>Subscriber Template without TTS Enabled</td>
<td>Subscriber Template to be used to disable unified messaging for a subscriber in the Unified Message Processor.</td>
</tr>
<tr>
<td>Subscriber CoS with TTS Enabled</td>
<td>Class of Service Template to be used to enable unified messaging for a subscriber in the Unified Message Processor. It is used in conjunction with the Subscriber Template.</td>
</tr>
<tr>
<td></td>
<td>To enable TTS for a CoS, you must configure the following in Cisco Unity Connection:</td>
</tr>
<tr>
<td></td>
<td>• For Cisco Unity Connection 2.1, do one of the following:</td>
</tr>
<tr>
<td></td>
<td>– Select Allow Users to Access Voice Mail Using an IMAP Client field (under Licensed Features).</td>
</tr>
<tr>
<td></td>
<td>– Select Allow Users to Access Voice Recognition or Text to Speech for E-mail field (under Licensed Features) and Allow Users to Use Text to Speech to Read E-mail field (under Features).</td>
</tr>
<tr>
<td></td>
<td>• For Cisco Unity Connection 7.0, do one of the following:</td>
</tr>
<tr>
<td></td>
<td>– Select Allow Users to Access Voice Mail Using an IMAP Client field (under Licensed Features).</td>
</tr>
<tr>
<td></td>
<td>– Select Access to Advanced Features field and Access to Email in Third-Party Message Stores field (under Licensed Features).</td>
</tr>
<tr>
<td>Subscriber CoS without TTS Enabled</td>
<td>Class of Service Template to be used to disable unified messaging for a subscriber in the Unified Message Processor. It is used in conjunction with the Subscriber Template.</td>
</tr>
<tr>
<td>Subscriber Roles</td>
<td>Subscriber roles that have access to the Service Area.</td>
</tr>
<tr>
<td>Directory Number Blocks</td>
<td>Directory number block assigned for that Service Area. See Creating Directory Number Blocks, page 4-10.</td>
</tr>
</tbody>
</table>

1. Applies only to Unified Communications Manager.
2. Applies only to Unity and Unity Connection.
Chapter 4  Managing Domains and Service Areas

Creating Service Areas

Note
After a Call Processor, Unified Message Processor, or Unified Presence Processor is assigned to a Service Area, it cannot be removed.

Configuring Service Areas

Step 1  Choose Design > Set Up Deployment > Service Areas.
Step 2  In the Service Area Configuration page, click View Service Area.
Step 3  In the search page, select the Service Area that you require.
Step 4  In the Options pane, click Update.
Step 5  During the initial configuration, select a Call Processor. (After a Call Processor is configured to a Service Area, it cannot be changed.)
Step 6  Update the desired information. For a description of the fields, see Table 4-3.
Step 7  Click Save.

Editing a Service Area’s Provisioning Attributes

You can set provisioning attributes at the Service Area level. Any provisioning attributes set at the Service Area level take precedence over provisioning attributes set at either the subscriber type or Domain level. For more information on provisioning attributes, see Configuring Provisioning Attributes, page 6-35.

Step 1  Choose Design > Set Up Deployment > Service Areas.
Step 2  In the Service Area Configuration page, click View Service Area.
Step 3  In the search page, select the Service Area that you require.
Step 4  In the Options pane, click Edit Provisioning Attributes.
Step 5  Update attributes as desired, then click Done. (For descriptions of the provisioning attributes, see Configuring Provisioning Attributes, page 6-35.)

Deleting a Service Area

Before a Service Area can be deleted, the following conditions must be met:

- No active released orders, including unrecoverable or recoverable errors.
- No active batch projects.
- No Domain synchronizations in progress.
- No Processor synchronizations in progress.

If these conditions are not met, a message appears on the page when you attempt to delete a Service Area, telling you the operation will not start. The system must be in maintenance mode before the delete option is available.
Creating Service Areas

While the Service Area deletion is in progress, avoid performing any activities until the deletion is complete.

**Step 1**  
Put Provisioning in maintenance mode (see Maintenance Mode, page 2-8).

**Step 2**  
Choose Design > Set Up Deployment > Service Areas.

**Step 3**  
In the Service Area Configuration page, click View Service Area.

**Step 4**  
In the search page, select the Service Area that you require.

**Step 5**  
In the Options pane, click Delete Service Area.

**Note**  
The system must be in maintenance mode for the Delete command to appear in the Options pane.

**Step 6**  
In the confirmation dialog box, click OK to delete the service area.

The Service Area deletion begins, with a progress bar displaying the status of the deletion in the Options pane.

---

Creating Directory Number Blocks

Numbers within a directory number block are relative to the Cisco Unified Communications Manager on which they are being created. Provisioning handles directory numbers the same way as they are handled by Cisco Unified Communications Manager.

If a subscriber tries to order a service from a Service Area that does not have a directory number block, the order is paused in the workflow until that directory number block has been added. You can also set up individual directory numbers using the Directory Number Inventory component. For more information, see Managing Directory Inventory, page 7-5.

**E.164 Support**

If you are using Cisco Unified Communications Manager version 7.x or later, you can configure the international escape character, +, in Provisioning to allow your phone users to place calls without having to remember and enter the international direct dialing prefix/international escape code that is associated with the called party. Depending on the phone model, for example, dual-mode phones, your phone users can dial + on the keypad of the phone. In other cases, the phone user can return calls by accessing the call log directory entries that contain +.

The international escape character, +, signifies the international access code in a complete E.164 number format. For example, NANP numbers have an E.164 global format in the format +1 214 555 1234. The + is a leading character that gets replaced by service providers in different countries with the international access code to achieve global dial plans.

You can enter + or \+ to indicate the international escape character.

Remember the following while using E.164 format directory numbers:

- For directory numbers, you can configure the international escape character at the beginning of the number (prefix) only (for example, \+5678, +0034).
- To configure the international escape character for supported patterns, you can enter \+ or + in the pattern or directory number field.
You can assign the E.164 format directory numbers to the ordered lines by using the Chosen Line option.

E.164 support is not available for Cisco Unified Communications Manager Express.

For Cisco Unity Connection 7.x and 8.x versions, while provisioning voicemail for E.164 format Directory Number line, Provisioning will automatically set the extension number by removing the + symbol from the directory number. After order completion, the directory number (along with the + symbol) will be auto populated in the Alternate Extension field. Cisco Unity Connection 9.0 and above versions support E.164 format Directory Number, so the original directory number (along with the + symbol) will be displayed in the extension number field.

While ordering bundled products like Enhanced Phone Service, Unified Messaging Service, Messaging Service, and so on, if you select Auto-assigned Line type option, the Alternate Extension field will not be auto populated for voicemail product while creating the order. Alternate extension will be added at the back end at the available position and will be displayed when the order is completed.

If you select Chosen Line type option, Alternate extension will be auto populated at the available index (for example, 1, 2, 3, and so on) in the Voicemail Advanced Order Configuration page.

Meet-Me patterns, Call Park patterns (and related call park features; for example, Directed Call Park), and Call Pickup patterns do not support the international escape character (+). Therefore, you cannot enter \+ in the pattern fields that are configured for these features in the Infrastructure Configuration page.

Provisioning supports “+” character in the Directory Number fields for the following:

- Directory Number (DN) Block (under Service Area)
- EM Access Line and RDP Line products
- Provisioning Attributes
  - Speed Dial
  - Busy Lamp field
  - Call Forward
- Infrastructure products
  - Distribution List
  - Basic Call Queuing

Table 4-4 describes the fields for creating a block of directory numbers.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Directory number prefix.</td>
</tr>
<tr>
<td>First Number</td>
<td>Starting number for the block of directory numbers.</td>
</tr>
<tr>
<td>Last Number</td>
<td>Last directory number in the block.</td>
</tr>
<tr>
<td>Minimum Length</td>
<td>The minimum number of digits that a directory number can contain before the prefix is added. Used by the system to pad numbers with zeros. For example, if prefix = 408, first number = 0, last number = 100, and minimum length = 4, then the range of the directory number block would be 4080000 through 4080100.</td>
</tr>
</tbody>
</table>
Adding a Directory Number Block

To add a new directory number block:

Step 1  Choose Design > Set Up Deployment > Service Areas.
Step 2  In the Service Area Configuration page, click View Service Area.
Step 3  In the search page, select the Service Area that you require.
Step 4  In the Options pane, click Update.
Step 5  In the Directory Number Block(s) field, click the Add icon.
Step 6  Complete the fields as required and click Add. A confirmation message appears on the Edit Service Area screen that it has been updated.

Viewing the Directory Number Block Assigned to a Service Area or to the Same Call Processor

Step 1  Choose Design > Set Up Deployment > Service Areas.
Step 2  In the Service Area Configuration page, click View Service Area.
Step 3  In the search page, select the Service Area that you require.
Step 4  In the Directory Number Block field do one of the following:
   • To view the directory number block assigned to the Service Area:
     a. Click the Assigned to this Service Area drop-down list.
     b. Select the directory number block. The details of the directory number block appear.
   • To view the directory number blocks assigned to the same Call Processor:
     a. Click the Assigned to the Same Call Processor drop-down list.
     b. Select the directory number block. The details of the directory number block appear.

Quick Site Builder

Quick Site Builder helps the Provisioning administrators to easily create Domains and configure multiple Service Areas for a Domain in a single window, thereby reducing the time spent on day one activities. Using Quick Site Builder, you can create a Domain with a maximum of 21 Service Areas. You can only create sites but not manage them using the Quick Site Builder. You cannot modify the existing Service Areas associated with the Domain. Only Service Areas created through Quick Site Builder can be modified.

You can use the Service Area screens to modify or delete the sites. Advanced Service Area settings like Directory Number Block Assignment and Provisioning Attributes Configuration will be enabled only after creating the Service Areas. Using Quick Site Builder, you can clone or create a copy of the Service Area, multi-edit, and also filter the Service Areas.

The session will be active until the Quick Site Builder screen is closed.
# Configuring Domain and Multiple Service Areas in Quick Site Builder

**Step 1** Choose **Design > Set Up Deployment > Quick Site Builder**.

**Step 2** Select an existing Domain Name or enter a name for the new Domain. If you select an existing domain, the values associated with the selected Domain are displayed.

**Note** You cannot modify the existing Domain related details in this screen.

**Step 3** Enter the domain related details and click **Configure Servicearea**. Service Area Configuration pane will be refreshed and twenty one rows will be listed. Only mandatory fields are listed as column names. Click the Settings button to add or remove the field names.

**Step 4** Enter the Service Area related details and click **Save** to add a Service Area to the Domain.

**Step 5** Click the **Expand** button to view and enter the details for the non-mandatory fields, and click **Save**.

**Note** You cannot specify non-mandatory details for the rows without specifying the mandatory details.

**Step 6** In the Service Area Configuration, you can do one of the following:

- a. Select an existing Service Area, and click **Edit** to modify the existing Service Area details. To perform a multi edit, select multiple Service Areas and click **Edit**. The value set for the fields in the multi edit page are displayed in the following ways:
  - Among the selected rows, if a value appears for the maximum number of times in a column, then that value is displayed.
    
    For example, if three rows are selected, out of which, two rows have the same value \(a\) and the third row has the value \(b\); then, value \(a\) is only populated.
  
  - Among the selected rows, if different values appear for the same number of times in a column, then no value is displayed; the field is empty.
    
    For example, if two rows are selected, out of which, one row has the value \(a\) and the other row has the value \(b\); then, both the values are not populated.

- b. Click **Clear** to clear the selected Service Area’s mandatory and non-mandatory details.
  
  The Clear option clears only the Service Area related details from a row. The row is not deleted from the Service Area Configuration pane.

- c. Click **Clone** to create a new Service Area with the existing Service Area details.
  
  While cloning a Service Area, the new Service Area will be listed in the first empty row.

- d. Select **Uncheck** to cancel multiple Service Area selections.

**Step 7** Click **Create Site** to create a Domain and multiple Service Areas or associate multiple Service Areas to an existing Domain.

Configured field values are only displayed in the Service Area Configuration pane. A progress bar appears indicating the progress in the configuration. Once the configuration is complete, a success message is displayed.

When you create a Domain through Quick Site Builder, a success message is displayed when the Domain is successfully created. **Complete** tick mark appears for the successfully created Service Areas.
DN Block and Provisioning Attribute field names appear as hyperlinks for successfully configured Service Areas. If you do not provide values for DN Block and Provisioning Attribute and if you click on Exit, you cannot view the newly configured Service Areas in the Quick Site Builder screen. You have to choose Design > Set Up Deployment > Service Areas to provide DN Block and Provisioning Attribute details.

Step 8  Click the Update link to provide a Directory Number Block to the Service Area.

Step 9  In the Directory Number Block(s) screen, enter the required details, and click Add.

Step 10 Click Close to close the Directory Number Block(s) screen.

Step 11 Click the Update link to add provisioning attributes.

Step 12 In the Provisioning Attribute Management page, update the provisioning attributes for the Service Area, and click Done. (For descriptions of the provisioning attributes, see Configuring Provisioning Attributes, page 6-35.)