

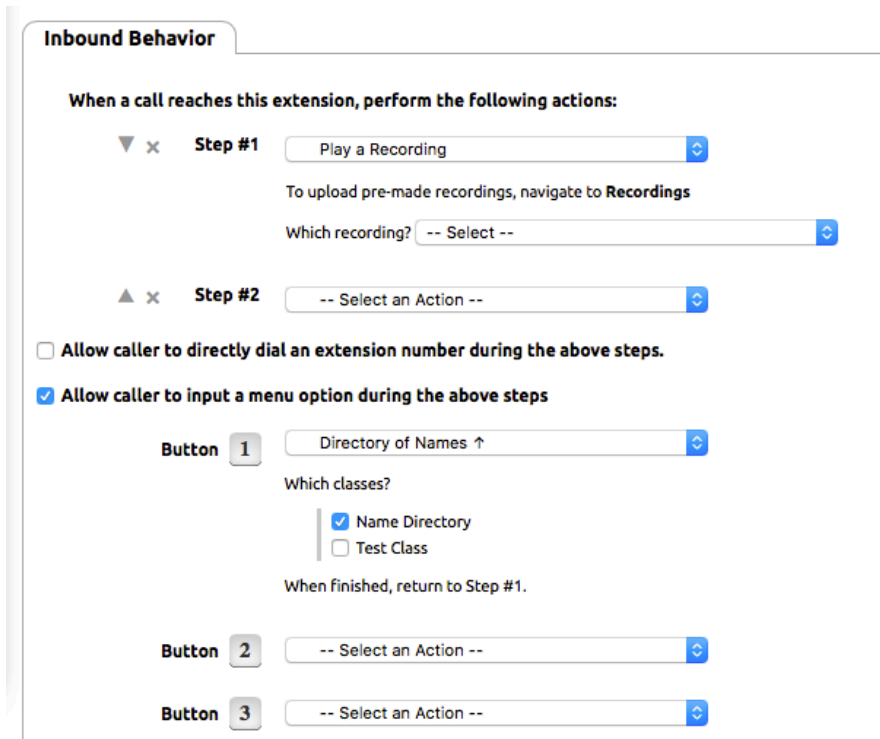
The **Directory of Names** feature is an option in the *Inbound Behavior* section for extensions. This option allows callers to request to be connected to an extension by its name. The directory of names works in conjunction with extension classes.

To use a directory of names, the account must use extension classes. Extension class can be added to extensions within their permissions option page or through the extension's bulk operations. Using classes for the directory allows extensions such as faxes and inbound routing extensions to be excluded from the directory.

If the account does not use extension classes but would like to use the directory of names feature, an extension class must be added. Using the bulk operation tool a “directory class” can be created that includes extensions that should be searchable by callers.

Setting up the Directory of names:

When using a directory of names with a routing menu, the setup should be similar to the following:



The screenshot shows the 'Inbound Behavior' configuration for an extension. It is set up as a menu with the following steps:

- Step #1:** Play a Recording. Includes a dropdown for 'Which recording?' set to '-- Select --'. A note says 'To upload pre-made recordings, navigate to Recordings'.
- Step #2:** -- Select an Action --
- Allow caller to directly dial an extension number during the above steps.
- Allow caller to input a menu option during the above steps.
 - Button 1:** Directory of Names ↑. Includes a dropdown for 'Which classes?' with 'Name Directory' selected and 'Test Class' unselected. A note says 'When finished, return to Step #1'.
 - Button 2:** -- Select an Action --
 - Button 3:** -- Select an Action --

In the above example, the *Inbound Behavior* of this extension is set up as a menu. **Step # 1** plays the menu audio, while the options below the “**Allow caller to input a menu option during the**

above steps” allows for different actions to be assigned to the buttons. **Button 1** is set to the **Directory of Names** action with the **“Name Directory”** class being selected. Always remember to click **Submit** the bottom of the inbound behavior page to save any changes that were made.

What callers Experience when Reaching the Directory:

When a caller uses the menu option to reach the directory of names, they are greeted with the following message: *“Welcome to the directory. Who are you looking for?”*

The caller can then speak the name of the person they are trying to reach. The system will then search through the class extensions that were selected to find a matching name.

If a match is found, the system will ring the extension if no match is found the system will prompt the user to try again.