# Classes

Classes are a great way to help label, sort, and organize extension and numbers within an account. Classes can be assigned individually to number, extension or with the use of the Bulk Operations assigned to groups.

What are Classes:

Classes are user determined distinctions that are assigned to numbers or extensions to group them in meaningful ways. This allows for changes that are specific to classes to be made as a bulk operation rather than to individual extensions and numbers one at a time. Classes could be made for devices and numbers that are in separate building or locations, or for different categories, users or departments such as teachers, IT department, courtesy phones, ext.

Applying Classes to Extensions individually

1. Log into the NocTel Control Panel
2. Click **Extensions** in the menu on the left-hand side.
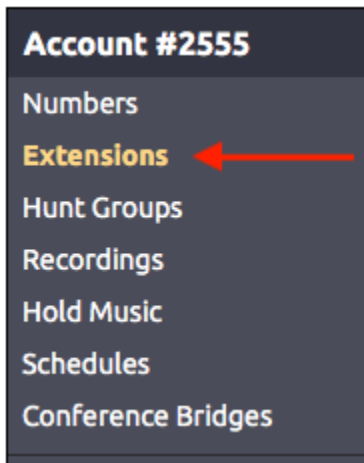
3. Click the extension that needs a class added to it from the list. You can also search for the extension using the search feature on the page.
4. Click on the **Permissions** links next to the key symbol located below the extension's number and name.
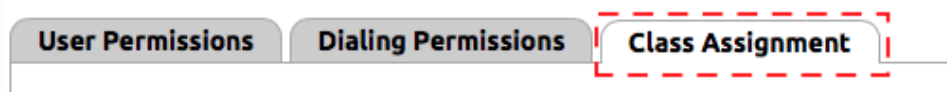

   If you do not see the **Permissions** link, click on the **gear** icon in the upper-right corner of the page to unhide advance options for the extension.

5. On the new page click on the **Class Assignment** tab.

6. The **Class Assignment** tab will show a list of classes that are established within the account along with a checkbox to indicate if that class is applied to the extension. Existing classes can be applied or unapplied by clicking the checkbox next to the class name. A **blue checkmark**

indicates the class will be applied. If adding the extension to a new class, use the text box located below the **Add to a New Class** section

> (i) **Note**
>
> *Number and Extensions Classes are different, and number classes will not appear in the extension classes list.*

> (i) **Important**
>
> *Changing a name of an existing class will affect all other extensions using this class.*

7. Click **Submit** to save the changes.

Applying Classes to Numbers individually

1. Log into the NocTel Control Panel
2. Click **Numbers** in the menu on the left-hand side.

3. Click the Number that needs a class added to it from the list. You can also search for the number using the search feature on the page.
4. On the new page click on the **Class Assignment** tab.

5. The **Class Assignment** tab will show a list of classes that are established within the account along with a checkbox to indicate if that class is applied to the number. Existing classes can be applied or unapplied by clicking the checkbox next to the class name. A **blue checkmark** indicates the class will be applied. If adding the number to a new class, use the text box located below the **Add to a New Class** section.

Note

Number and Extensions Classes are different, and extension classes will not appear in the number classes list.

Important

Changing a name of an existing class will affect all other numbers using this class.

6. Click **Submit** to save the changes.

Applying Classes to Multiple Extensions or Numbers

Classes can be applied to multiple numbers or extension with the use of the **Bulk Operations** tool in the **Extensions** or **Numbers** section on the control panel. For an in-depth guide on using the bulk operation tools, visit the Bulk Extension Operation or the Bulk Number Operation page.
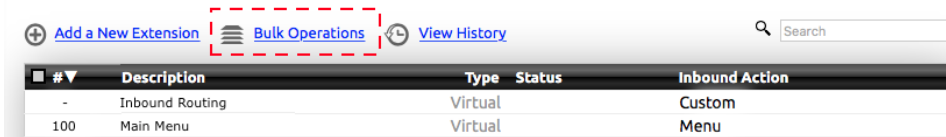
Below is a guide to adding classes to extensions using the bulk operation tool, the process is nearly identical for adding classes to numbers.

1. Log into the NocTel Control Panel
2. Click **Extensions** in the menu on the left-hand side.
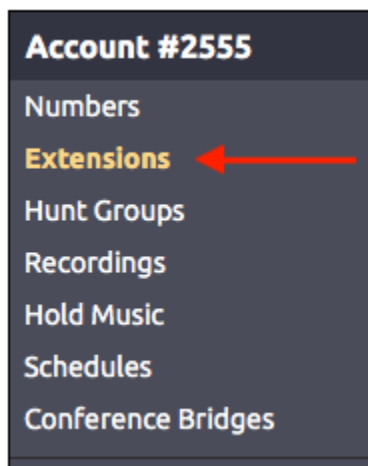
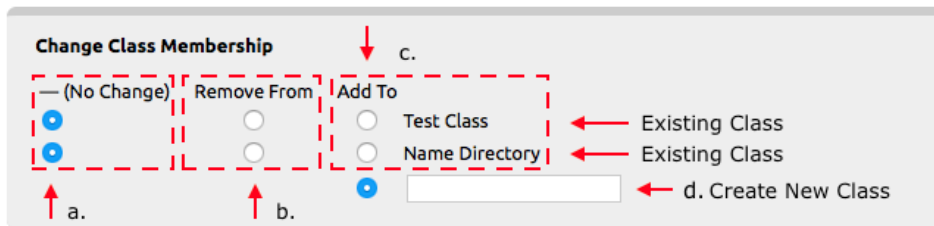3. Click the **Bulk Operations** link located above the list of extensions.

Extensions

| ⊕ Add a New Extension | ≡ Bulk Operations | ⟳ View History | 🔍 Search |

☐ #▼	Description	Type	Status	Inbound Action
-	Inbound Routing	Virtual		Custom
100	Main Menu	Virtual		Menu

4. Use the **Match Criteria** section, to define which extensions should be added to the class. You can filter the criteria with a combination of several identifiers in different categories.
5. Once the criteria for the selected extensions is set, use the area labeled **Change Class Membership** to edit the selected extensions class assignments. The existing classes in the account are listed with three options; **No Change**, **Remove From**, and **Add To**. There is also a text box under **Add To** where a new class can be created.
   a. **No Change**: Leave class assignments the same
   b. **Remove From**: Removes the selected class from the extensions selected.
   c. **Add To**: adds a new class to the selected extensions. Using the text box below the list of existing extensions allows for a new class to be created and the extensions added to it.
   d. **New Class**: use this test box to create a new class to add the extensions to.

Change Class Membership

— (No Change)	Remove From	Add To	
🔵	⚪	⚪ Test Class	← Existing Class
🔵	⚪	⚪ Name Directory	← Existing Class
		🔵 [ ]	← d. Create New Class

a.   b.

6. One the Class changes have been selected click the **Preview Bulk Operation** button at the bottom of the page.

[Preview Bulk Operation] ←

Review and confirm that what is included in the filter(s) is correct and that the changes to be made are correct. Use the **Edit this Query** button to bring up the bulk options to make changes.

7. If the info on the preview page is correct, click the **Begin Bulk Operation button**. The action will queue and begin processing, once done the selected extensions will be added to or removed from the selected classes.

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