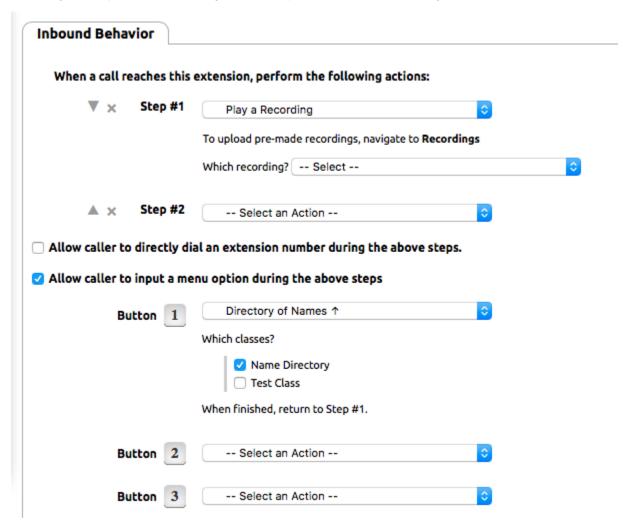# Directory of Names

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.  A maximum of 500 names can be searched between all classes.

## Setting up the Directory of names:

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



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.

## Names with Unique Characters:

The Directory of Names uses a speech to text application that runs the deciphered text as a search to find a matching extension name in the classes it has been directed to search. Special characters in names like dashes or apostrophes can cause the search not to be resolved and the directory call to end.

For names with unique characters, that character must be replaced with a space in the extension name, if the extension is to be used in a directory.

Example: John O'Neil = John O Neil
Example: Sarah-Jane Smith = Sarah Jane Smith

## What Callers Experience when Reaching the Directory:

NocTel's Directory of Names feature uses Google's speech recognition to identify the words that are being spoken and does not require a user to enter names into the telephone's keypad.

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.

## Related articles

- LDAP Integration
- Directory of Names