

Classes

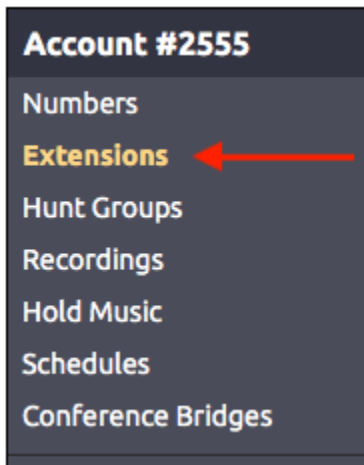
Classes are a great way to help label, sort, and organize extension and numbers within an account. Classes can be assigned individually to number, extension or with the use of the Bulk Operations assigned to groups.

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.

Extension #7330: VVX400 Phone 



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.

Click the gear to view management options.



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

[Control Panel](#) → [Extensions](#) → [Extension #7330](#) → Edit Permissions



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

User Permissions **Dialing Permissions** **Class Assignment**

Classes allow you to work with extensions as meaningful groups. For example, you can populate a Speed Dial Directory with all the extensions of a particular class.

☒ Name Directory ← Selected Existing Class

☐ Test Class ← Unselected Existing Class

Add to a New Class:

☒ ← Create New Class



Note

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



Important

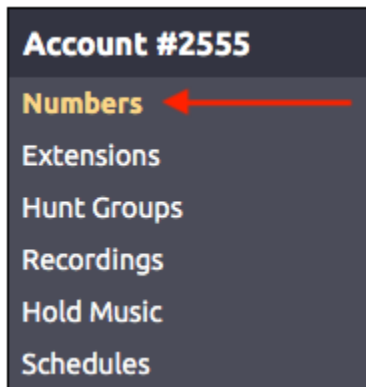
Changing a name of an existing class will affect all other extensions using this class.

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

Submit

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.

Number **Cloud** **Emergency Address** **Class Assignment**

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.

Number
Cloud
Emergency Address
Class Assignment

Classes allow you to work with numbers and extensions as meaningful groups. For example, billing can be broken out by a class.

☒ Test
☐ Fax

Add to a New Class:

☒

Submit
[Remove this number](#)

Selected Existing Class

Unselected Existing Class

Create New Class

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.

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

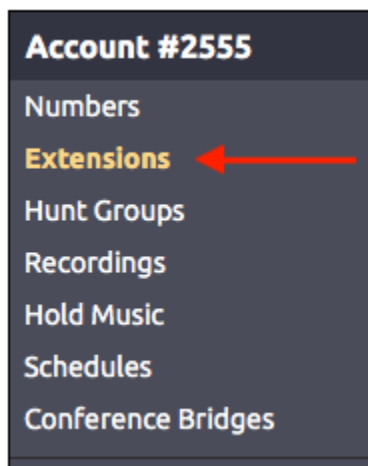
Submit
[Remove this number](#)

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.

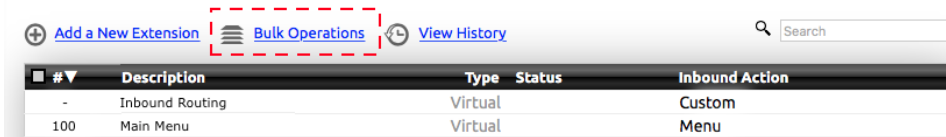
Below is a guide to adding classes to extensions using the bulk operation tool, the process is nearly identical for adding classes to numbers.

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



- Click the **Bulk Operations** link located above the list of extensions.

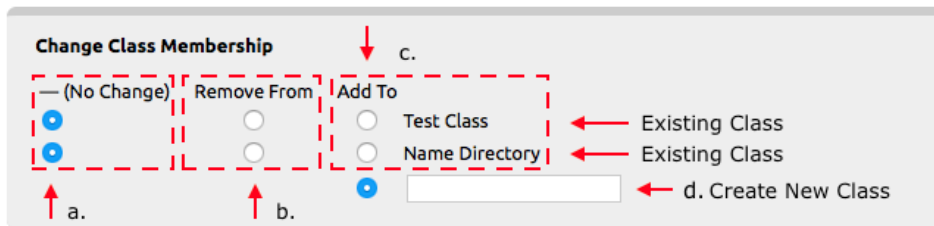
Extensions



The screenshot shows the top navigation bar of the Extensions page. It includes links for 'Add a New Extension', 'Bulk Operations' (highlighted with a red dashed box), and 'View History'. Below the navigation bar is a table with the following data:

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

- 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.
- 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.
- No Change**: Leave class assignments the same
- Remove From**: Removes the selected class from the extensions selected.
- 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.
- New Class**: use this text box to create a new class to add the extensions to.



The screenshot shows the 'Change Class Membership' section. It has three columns: '(No Change)', 'Remove From', and 'Add To'. Under '(No Change)', there are two radio buttons, one of which is selected (indicated by a blue dot and labeled 'a.'). Under 'Remove From', there are two radio buttons, one of which is selected (indicated by a blue dot and labeled 'b.'). Under 'Add To', there are two radio buttons, one of which is selected (indicated by a blue dot and labeled 'c.'). Below the 'Add To' column, there is a text box labeled 'd. Create New Class'. To the right of the text box, there are two labels: 'Existing Class' and 'Existing Class', each with a red arrow pointing to one of the radio buttons in the 'Add To' column.

- Once 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.

- 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.

Related articles

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- [Using a Algo Paging Speaker as a Ringer](#)
- [Creating an Auto Attendant](#)
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