

Using Dial by Name Directory

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

Dial By Name directory is available using two special destinations:

- Dial by Name Directory, it asks for the first three digits of the name (and/or surname) and plays the list of extensions names matching the digits entered
- Dial by Name using the [NUM] dialed, it uses the parameter entered and plays the list of extensions names matching the digits in [NUM]

You can control which extensions and which voicemails to list in the Dial By Name by selecting the "Include in Dial By Name" option in Configuration/Extensions and Configuration/Voicemails

In Configuration/Settings you can control several options

- Always play directory name - allows to chose whether to play the full name of the extension or not and if ask for confirmation before dialing the extension
- Convert letters in numbers - permits to choose whether to convert letters in numbers from the first name or both first and second name
- Use voicemail greeting - when requesting confirmation, it will play the extension name. The conversion from text to speech is made using the configured service, but you can choose to use the greeting voicemail message, if uploaded or not.
- Customized "Please enter..." message - permits to choose a different message to ask for dialing three digits for the dial by name

Please note you can even upload your own customized recording for your name and choose it in the Configuration/Extension. There is a special destination to record and automatically assign the recording when dialing from your phone "Record Dial By Name message"

Information

Name:

Description:

Canistracci OIL example screen for Using Dial by Name Directory.

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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