

Feature Description

Group Directory allows you to create multiple contact lists containing names, phone numbers, extensions, emails and account numbers. Group Directory is available with VoiceManager Anywhere and Office packages, and IP Centrex service.

Solution

Manage contacts quickly and efficiently with Group Directory. Maximize productivity by reducing the time spent looking for customer information.

Setup

Group Directory

User & System Management
Group Directory

View, search and export a detailed group phone directory.

Search: Enter Two or More Characters to Search

Listing 14 users Filter by: Account (All)

User Name	Phone Number	Ext.	Email	Account Number
2252138725 (Auto Att...	225-213-8725	8725	2252138725@coxbusine...	
2252138727 (Call Cen...	225-213-8727	8727	2252138727@coxbusine...	
Jane B Doe	301-555-1231			
Jane M Doe	301-555-1232			
Jane W Doe	301-555-1233			
John B Doe	301-555-1234			
John D Doe	301-555-1235			
John Y Doe	301-555-1236			
Owner,Profile	225-213-8721	8721	ipccomplete@cox.com	131204370701
Test (Instant Group ...	225-213-8726		20130415114410140@co...	
UAT,Bob	225-213-8724	8724	ipccomplete30@cox.co...	131204370701
UAT,Harry	225-213-8722	8722	ipccomplete10@cox.co...	131204370701
UAT,SallyMae	225-213-8723	8723	ipccomplete205@cox.c...	131204370701
Voice Portal (Voice ...		9999	216181231_VMR@coxbus...	

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **User & System Management** tab.
4. Under the **Utilities** section, click the **Group Directory** link.
5. Click the **Search** drop-down menu and select the type of information by which to find a contact: Last Name, First Name, Phone Number, Extension or Email Address.
6. Enter the appropriate contact information in the adjacent field.
7. Click the **Find** button.
8. Click the desired contact from the options listed.
9. Repeat steps #5-8 until the Group Directory is complete.
10. Click the **Filter by** drop-down menu to select an account-specific directory.
11. Click the **Export** button to transfer the Group Directory to an Excel file.
12. Click **Back** to return to the previous menu.

