

# YOUR NUMERIC OR DIAL BY NAME DIRECTORY

24 HOUR  
DOC-ON-DEMAND  
SERVICE  
303-380-8080

**MULTI-LINK**  
Small Business Telecom & Computing

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A **Directory** gives your callers the option to transfer straight to individual voice mailboxes where they can leave a message.

**Numeric** and **Dial by Name** directories are available. A **Numeric** directory simply asks your callers to enter a one or two-digit extension number to reach individual boxes. A **Dial by Name** Directory asks callers to enter either the first three letters of the person's first or last name to reach individual boxes. You choose first or last name. With a Dial by Name, it is not necessary to re-record your Directory every time you add or remove mailboxes.

- A Directory can work with a Company Mailbox. In this case, a Company Mailbox answers your phone lines when you don't, and your callers access the Directory from the Company Mailbox by pressing **2**. In this system, it is not necessary to include a full greeting on your Directory, simply offer your callers the options to reach specific individuals or specific departments.
- A Directory can also answer your calls when you don't. In this system, include a full greeting that welcomes your callers, explains that they have called after business hours, and offers them the option to reach specific individuals or specific departments. In this system you may also want to include a schedule of greetings that allows you to greet your callers "good morning" or "good afternoon" depending on the time of day, or day of week.

Other products also access the Directory by pressing **2**, including Call Queuing.

