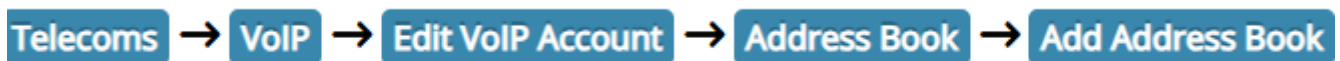


# Address Book

Address books provide a useful means to not only aid in the process of dialing out, they can help you make sense of your inbound callers too. There are 3 main categories of address books to be aware of:

<b>Company</b>		This "company-wide" address book will appear for all users within an account. It's an ideal solution for sharing internal or important names and numbers.
<b>Group</b>		These address books are only made available to members of an internal group of users (eg sales team). All users associated to the call group will see this address book and can review and contribute to it.
<b>Personal</b>		These are only visible to the end user themselves via the end user control panel. There is no other mechanism for these entries to be viewed.

## Creation



Start the process by picking a reference name for the address book along with a category for application (eg company / group / personal). Personal or group selections will require you to select an association. Once saved your book is available to accept entries.

## Adding Entries



### Add Individual Contact

Select the 'Add Contact' button at the top of the page. We allow you to enter a wide variety of details about a caller, although it should be noted that only a small proportion of this can be synced with handsets via LDAP. Mandatory fields are shown without an [optional] label beside them.

## Import Contacts

We provide various methods to upload existing data. This can be currently completed via CSV, vCard, syncing with Pipedrive or uploading an export from Freshdesk. Any file you upload, you can match the various data columns up to categories we support. As a minimum we require first name, surname and at least 1 phone number.

You can import a CSV into an address book, columns can then be matched to the relevant fields. You can **add multiple columns** for the same field (i.e add several columns for phone numbers, websites or email addresses).

Each data type that can be imported has a different set of fields which are detailed below:

- **First Name:** Text (First Name or Surname required)
- **Surname:** Text (First Name or Surname required)
- **Address:** Text
- **Company Name:** Text
- **Company Position:** Text
- **Company Department:** Text
- **Phone:** Text/Numeric
- **Email:** Text
- **Website:** Text
- **Photo URL:** Text

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