



## Citrix Express Directory

### QUICK AND EASY DIRECTORY ACCESS

One of the most desired features of any phone system is the ability to quickly and easily dial any person in that enterprise, organization, business, etc. right from the screen of the phone. This eliminates the tedious chore of having to interrupt a project or task to look up the number on a computer and then transfer to the dial pad of the phone. Additionally, there are often people in groups or departments, such as manufacturing, lab environments and, retail, who do not have access to a computer to look up the telephone number of an individual not at their facility.

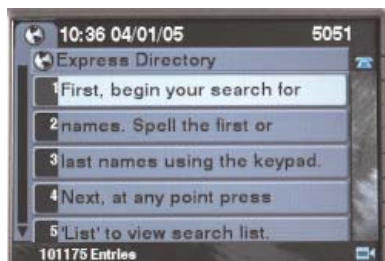
Unfortunately, most telephone systems do not provide the capability for an organization-wide, or multiple PBX, look-up from the screen of the phone. Additionally, these systems often make the user enter the entire name, including first and/or last, as well as require multiple key presses to select most letters. For example, this would mean pressing the “7” four times to select the letter “s”.



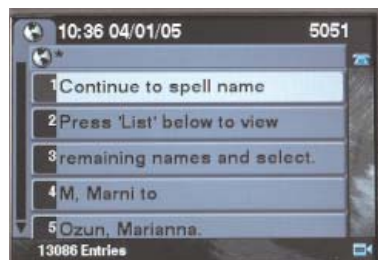
Citrix® Express Directory, part of the Citrix Voice Office suite of applications from Citrix, solves these issues by providing an organization-wide look up and dial capability across any number of disparate telephone switches – right from the screen of an IP telephone. Plus, Express Directory significantly speeds up the identification of the desired contact information by using a combination of T9 and pruning algorithms. This combination of algorithms narrows down the possible entries with each keystroke, without requiring multiple key presses by the user. In most cases, this keystroke-by-keystroke entry combined with the algorithms identifies the desired party in one-fourth of the time of a regular directory.

The user selects “Express Directory” from the Voice Office menu of services or from the Directory key and then types the number key on the dial pad that corresponds to the first letter in the name, the number key that corresponds to the second letter in the name, and so forth. There is no need to type a number key multiple times to select a letter.

The images below illustrate the three key-touches it takes to locate the name “Oscar”.



1. Starting Page



2. Type “6” once for the letter “O”



3. Type “7” one time for “s”



4. Type “2” one time for “c”

## With Citrix Express Directory, you can

- Save employees time
  - Look-up in one-fourth the time of a regular directory
- Access any telephone number in the LDAP directory
  - Cellular telephone, pager, etc.
- Gain organization-wide visibility
- Soft-dial the selected telephone number

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