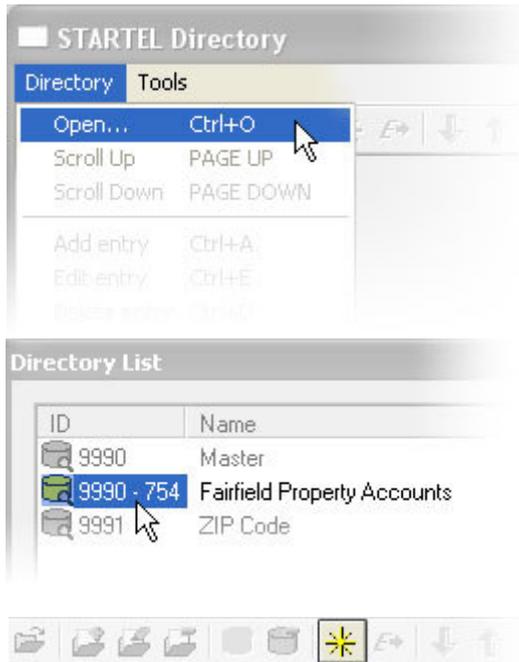


# Viewing Directories

Instructions for working with directories and sub-directories

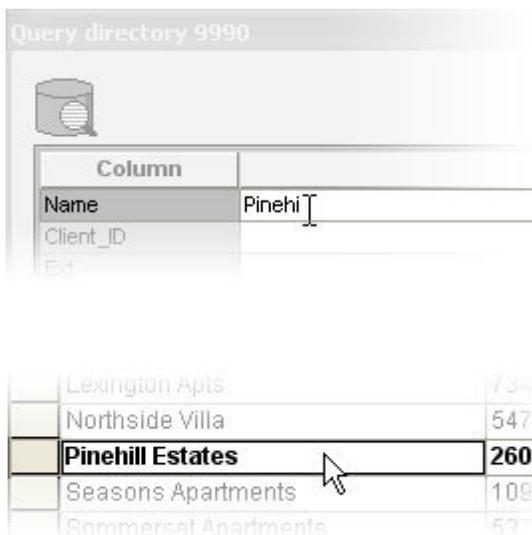
Hold down the “ALT” key and press “D” (Alt + D) in the Agent Interface to display the Directory window.



In the upper left hand corner of the Directory window, click on “Directory”, then click on “Open...”

In the List window that appears, double-click the ID number for the Directory you want to view.

You can search the directory by clicking the “Query Directory” button in the toolbar.



Enter the text to search for (your “*search string*”) in the appropriate field (if you want to search by Client Name, enter your search string in the “Name” field, if you want to search by Client ID, enter it in the “Client\_ID” field, etc) and click the “OK” button to get your results. Please note that different directories can have different Columns for you to search by (such as Phone Number or Zip Code)

If the Directory you’re viewing is an Account Directory, you can select an item (click it once) and press return to go to the account.