

# Searching a Directory

Instructions for searching a STARTEL directory.



For this example, let's say we're taking an order on Golfingly Yours (Acct 552) and the caller has requested a "Ben Hogan Pillow". The caller does not know the Product ID.



After pressing Alt + Return to open the catalog directory, click the 'Query Directory' button on the directory window.

Column	
ProductID	
Description	*pillow
Price	
ShipWeight	
AddShip	
Personalize	

In the search window that opens, enter an asterisk ( '\*' ) and part of the description (in this case 'pillow') and click 'OK'.

ProductID	
GY1-8	Ben Hogan Pillow

This will return only items with 'pillow' in the description.

TRIGUNRIBS27K25	Ben Hogan "The D
TRIDRAINFR28K28	Ben Hogan "The D
BK-SLESSONS-HB	Book - "Ben Hogan
BK-SLESSONS-PB	Book - "Ben Hogan
BK-HOGAN-HB	Book - "Hogan" HA
BK-HOGAN-PB	Book - "Hogan" PAI
BK-HOGANFUN	Book - "The Funda
BK-HOGANGLORY	Book - "Hogan - Th
FLYER-4A	Ben Hogan "Tourn
FLYER-4B	Ben Hogan "Tourn
GY1-8	Ben Hogan Pillow

Alternately, we could have entered ' \*Hogan ' (don't forget the asterisk) and that would have returned only items with "Hogan" in the description.

With the ability to search the directory, our callers are no longer required to know the Product ID in order for us to quickly take their order. This will also making taking calls on accounts where callers don't know the Product IDs we use (such as Golfingly Yours) go much smoother. Always be sure if your first search doesn't return any results to try other key words (in this example, if ' \*pillow ' wouldn't have returned any results, ' \*Hogan ' would have).