

FAQ: 31070 HOW DO I USE THE IGNORE.DBF TO IDENTIFY SPECIFIC CALLS BY NUMBER DIALED, AND AUTOMATICALLY ASSIGN AN AUTHORIZATION CODE TO THESE EXTENSIONS?

The information in this article applies to:
Call Accounting Pro

QUESTION

How do I use the ignore.dbf to identify specific calls by number dialed, and automatically assign an authorization code to these extensions ?

ANSWER

A customization to the ignore.dbf table has been made for a client that runs a shared tenant office. They needed the system to watch for particular long distance numbers dialed from a phone at the main desk, and charge these to the authorization code of the client, rather than charging these calls to the front desk. If these numbers were dialed from another tenants phones, they would be ignored and not billed back to the first tenant. This allows the operator to transfer or forward calls received at the front desk to long distance numbers, and have the system automatically assign the correct authorization code to the call.

Here are the instructions for editing the ignore.dbf table to add/edit, or delete codes.

1. ADDING A NEW PHONE NUMBER TO TRACK:

- a. CLOSE DATABASES
- b. SELECT A
- c. USE IGNORE.DBF
- d. BROWSE
- e. CTRL+Y
- f. Enter the phone number (without dashes) in the field titled ME.
- g. Enter the authorization code in the field titled ACODE
- h. Enter Optional Company and Person Information
- i. Enter the same authorization code into the Station Administration Module and assign it to the department to which you want it to bill. All Calls made to that phone number will automatically bill to that authorization code.

2. REMOVING A PHONE NUMBER

- a. CLOSE DATABASES
- b. SELECT A
- c. USE IGNORE.DBF
- d. BROWSE
- e. Cursor to the item to delete and type CTRL+T and a bar or dot will show up on the left of the record. Repeat this process for all the items you wish to delete.
- f. Press the ESC key to exit the browse.
- g. Type PACK to remove the items you marked for deletion.
- h. EDITING A PHONE NUMBER OR AUTH CODE

3. CLOSE DATABASES

- a. SELECT A
- b. USE IGNORE.DBF
- c. BROWSE
- d. Cursor to the item to edit, make changes, then press CTRL-W to save changes to the file.
- e. Press ESC when finished to save changes.

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