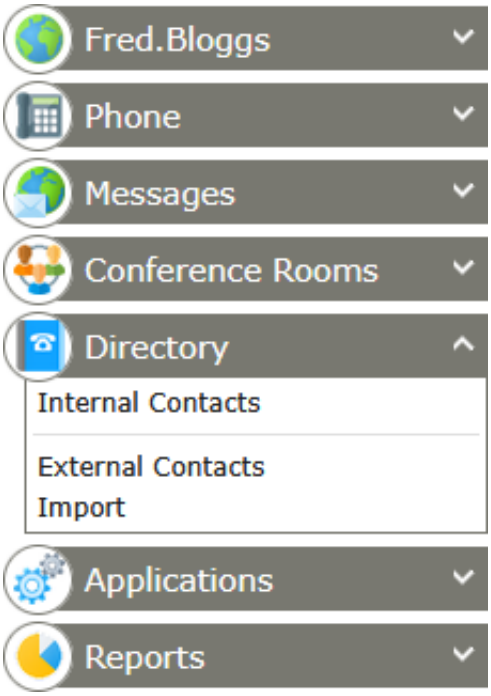
User manual



Users can access contact directories by selecting the Directories menu.

Callisto provides two kinds of contact directories:

Internal contacts are the contacts connected to the call manager system.

External contacts are contacts saved and managed in Callisto. Two types of external contacts exist:

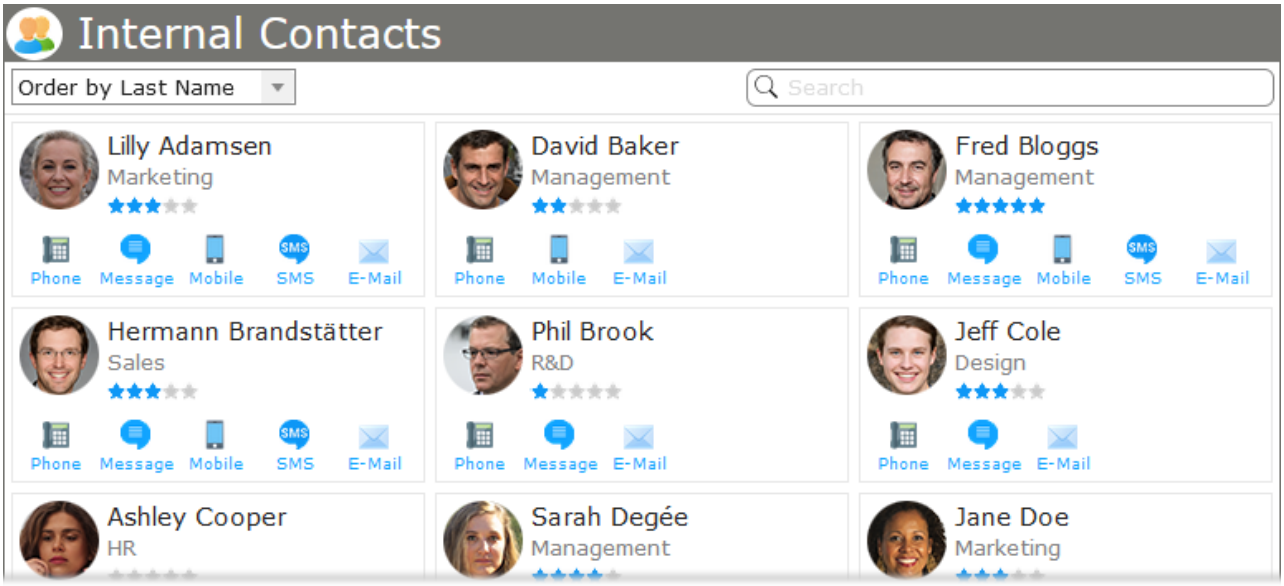
- Global entries are available to all internal users connected to Callisto. Users can only edit them if they are granted the corresponding permission by an administrator.
- Private entries can be created by any user and are only available to the user who created them. Administrators can access all private entries as well.

Callisto includes three kinds of directories:

- Global directory: available to all users and managed by the Callisto administrator
- Local directory: available to all internal users
- Private directory: managed by and only available to every individual user

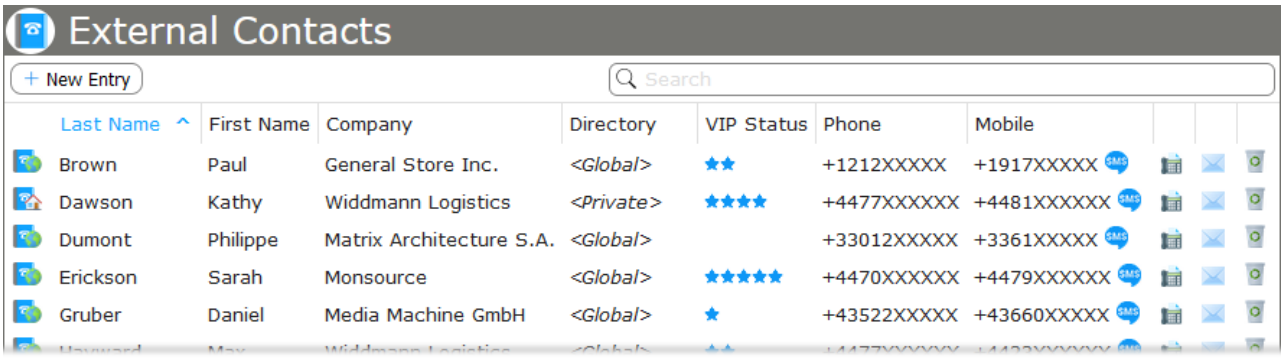
Internal contacts

Parties connected to your company's telephony system (PABX) can be accessed by choosing Directory > Internal Contacts from the main menu and are listed in the *Internal Contacts* view.



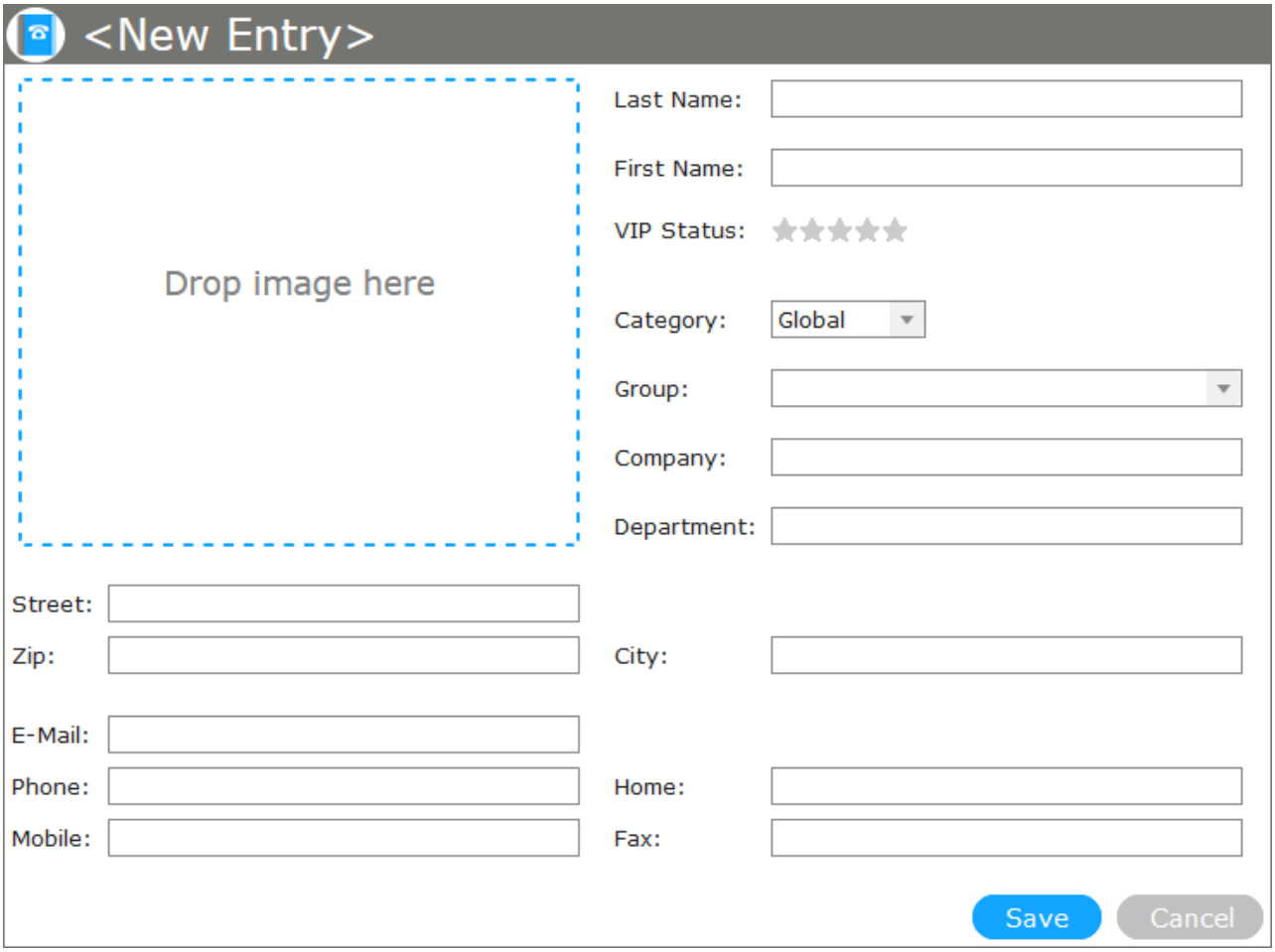
External contacts

The *External Contacts* view lets you browse the directories (both Global and Private) and edit entries. You can directly dial a number, send an SMS, email, or fax message by clicking on the respective number or icon. Clicking an entry's name lets you edit it.



Add a new entry

To create a new external contact, click the New Entry button at the top of the *External Contacts* pane.



Fill out all the information for your new directory entry. The Category drop-down menu determines in which directory the entry is stored. The contact is created when you click Save.

You can only choose between categories if your Callisto user account has the permission to edit the global directory. Otherwise, you can create entries in your local directory only.

Import

External contacts can be imported from CSV files or an LDAP server. From the main menu, choose Directory > Import and select the import method from the pane. Contact your administrator if you are not familiar with handling the import structures.

Import via CSV file

Click Import CSV File and choose a file to upload to Callisto. Set the delimiter used in the CSV file in the Delimiter drop-down list. Set the fields which correspond to the data from the respective drop-down menus. If the checkbox First row contains column headers is checked, the drop-down menus will show the names found in the header row, otherwise a list of numbers (*F1*, *F2*, *F3*…) will indicate the column inside the CSV file. You can also choose *Custom* from the drop-down menus to set custom values that will apply to all imported contacts.

Import from LDPA server

Click Import from LDPA Server and enter the access information to the server you want to import the contacts from. Set the LDPA attributes which correspond to the data from the respective drop-down menus. You can also choose *Custom* from the drop-down menus to set custom values that will apply to all imported contacts.