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# TechnicalServicesBulletin185



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## Technical Services Bulletin #185

### Wildcard Character Usage in Dialed Digits

#### Overview

Wildcard characters cannot be entered when creating or modifying special number dialed digits in the Business Administration GUI.

#### Release Affected

Release 11.0.

#### Problem Description

In releases prior to release 11.0, the following wildcard characters could be entered with special number dialed digits in the GUI:

Character	Allowed Position(s)	Example
*	Must be used at the end of the number. Represents any number of digits (none or more digits).	714434* or 714% would include 7144341234 and 7144342, but not 7144332345.
%		
?	Can be used in any position in the number. Represents any one digit.	714434???? would include 7144341234 and 7144346534, but not 71443433. 5?55551212 would include 555551212 and 545551212.

#### Solution

A work-around is provided for this problem until the issue is resolved: Add wildcard characters to special number dialed digits in the SPECIAL\_NUMBER table on the application server.

1. Ask the user which wildcard characters to use, and where they should be positioned, in each dialed-digit entry.
2. Instruct the user to enter the dialed digits ' wildcard characters in the Business Administration GUI (Configuration > Special Numbers > Add Special Number).
3. Log on to the application server as Platform Administrator.
4. Enter: **sqlplus <SQL user name> /<SQL password>**
5. At the SQL prompt, enter: **desc SPECIAL\_NUMBER;**
6. Enter: **select COMPANY\_NUMBER,OPERATING\_UNIT\_ID,DIALED\_DIGITS from SPECIAL\_NUMBER;**
7. After the table rows display, enter: **update SPECIAL\_NUMBER set DIALED\_DIGITS='303\*' where DIALED\_DIGITS='303';** substituting the appropriate dialed digits plus wildcard character(s) for the dialed digits entered from the GUI.
8. Commit the change.
9. Confirm that the table rows are updated.
10. Confirm that the dialed digits in the Business Administration GUI also have been updated. The wildcard character(s) will display with their dialed digits in the GUI, but they cannot be added or modified in the GUI.

Contact Technical Support for assistance.

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