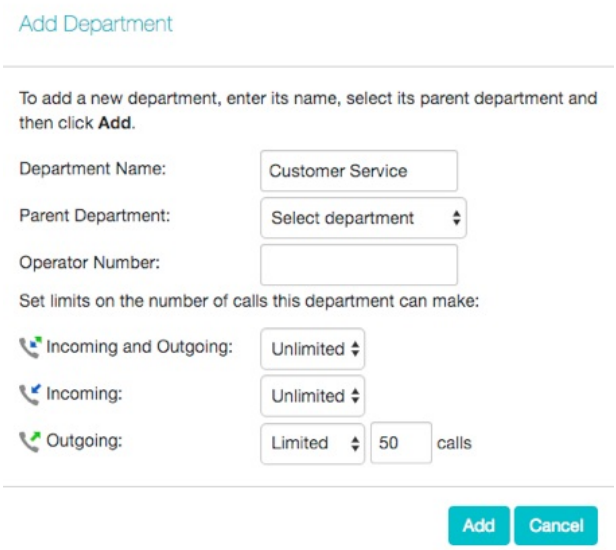
Adding Departments

The BG Admin may be able to create departments within the business group. Each Business Group can have up to 1,000 departments or, if it is configured as a Business Group that supports more than 10,000 lines up to 4,000 departments.

To create a department within a business group follow these steps:



1. From the BG Admin Page select the *Departments* link on the left of the page. Click the Add Department button at the top of the page and the dialog shown above will appear.
2. Enter the following information.
   - Department Name
   - Parent Directory – If this is a top level department, you will use the Business Group Name. If this is a sub department, this will be the upper level department
   - Operator Number – Enter the number of the line that will act as operator for this department
   - If you plan to limit the number of calls allowed for this department, enter the following information
     1. Incoming & Outgoing – Enter the total number of combined concurrent calls that this department will be permitted to have active at any given time.
     2. Incoming – Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.
     3. Outgoing – Enter the number of concurrent outgoing calls that this department will be permitted to have active at any given time.

NOTE: To allow any mix of incoming & outgoing enter the same value in all three fields, or set both the Incoming and the Outgoing fields to Unlimited.

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