

Managing Departments

You will see the following screen when you click on the Departments link in the menu on the left of any page in the CommPortal BG Admin interface.

This displays all the departments in your Business Group, along with any configured restrictions on the number of incoming, outgoing or incoming/outgoing calls.

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a teal sidebar menu with options: Home, Groups (with sub-items Hunt Groups (MLHG) and Call Pickup Groups), All Lines (with sub-items Users, Attendants, Group Access, and Phones), and Services (with sub-items Departments, Short Codes, and Account Codes). The 'Departments' item is highlighted. The main content area has a teal header with the title 'Departments' and a user profile 'Henry Jackson'. Below the header, there is a description: 'Departments divide your Business Group into separately-administrable groups. To edit or delete a department, click on the department in the tree view below.' and an 'Add Department' button. A table displays the current departments with columns for Department Name, Operator Number, and three call count columns (500, 300, 200). The table lists 'Accounts' (500, 300, 200), 'Sales' (100, -, -), and 'Support' (-, -, -). A search bar is located above the table.

Department Name	Operator Number	500	300	200
Accounts		500	300	200
Sales	100	-	-	-
Support		-	-	-

If you have a very large number of departments, you can use the *Search for* box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow

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