

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 navigation menu with options like Home, Groups, Hunt Groups (MLHGs), Call Pickup Groups, All Lines, Users, Attendants, Group Access, Phones, Services, Departments (highlighted), Short Codes, and Account Codes. The main content area is titled 'Departments' and includes 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.' There is an 'Add Department' button and a table showing department details. The table has columns for Department Name, Operator Number, and three call count columns (500, 300, 200). The 'Accounts' department is listed with 100 operator numbers and 500, 300, and 200 call counts. 'Sales' and 'Support' departments have 0 operator numbers and 0 call counts. A search box is located above the table.

Department Name	Operator Number	500	300	200
Accounts	100	500	300	200
Sales	0	-	-	-
Support	0	-	-	-

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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