

Departments

This covers the management and use of departments within your Business Group

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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 (MLHGs)' and 'Call Pickup Groups'), All Lines, Users, Attendants, Group Access, Phones, Services, Departments (highlighted), Short Codes, and Account Codes. The main content area has a teal header with the title 'Business Group Admin Portal' and a user profile 'Henry Jackson'. Below the header, the section is titled 'Departments' (note the typo in the image). It 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.' and an 'Add Department' button. A table displays the current departments. Above the table, it says 'Count of departments: 3'. The table has columns for 'Department Name', 'Operator Number', and three call-related metrics (represented by icons). A 'Search for...' box is positioned above the table rows. The table lists three departments: 'Accounts' (500 incoming, 300 outgoing, 200 two-way), 'Sales' (100 incoming, 0 outgoing, 0 two-way), and 'Support' (0 incoming, 0 outgoing, 0 two-way).

Department Name	Operator Number	Incoming	Outgoing	In/Out
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

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:

[Add Department](#)


To add a new department, enter its name, select its parent department and then click **Add**.


Department Name:


Parent Department:

Operator Number:

Set limits on the number of calls this department can make:

 Incoming and Outgoing:

 Incoming:

 Outgoing: calls

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.