Departments

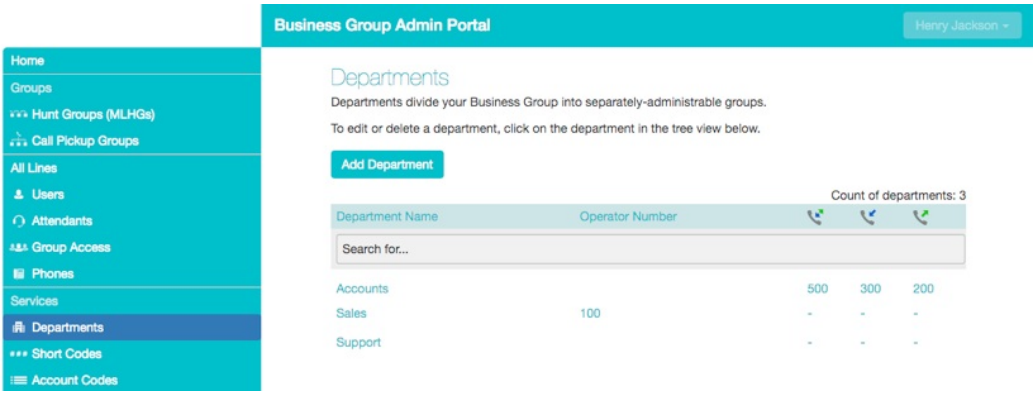
This covers the management and use of departments within your Business Group

- Managing Departments
- Adding Departments

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.

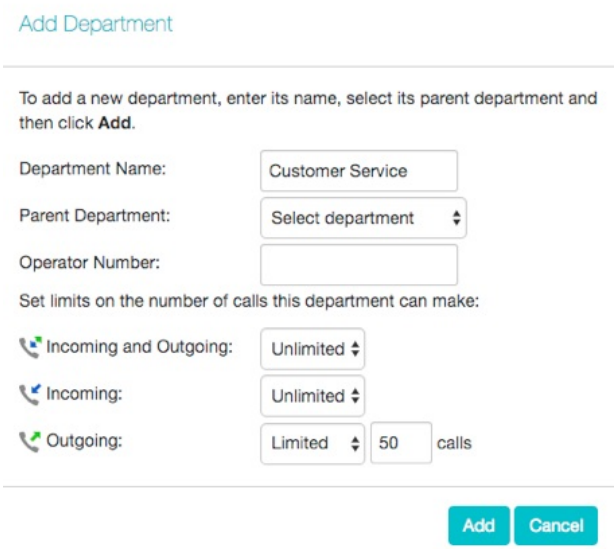


If you have a very large number of departments, you can use the*Search for* box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow

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:



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.