

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 categories: Home, Groups (including Hunt Groups and Call Pickup Groups), All Lines (including Users, Attendants, Group Access, and Phones), Services (including Departments, Short Codes, and Account Codes), and the 'Departments' link is highlighted. The main content area is titled 'Departments' and includes an 'Add Department' button. Below this is a table with columns for 'Department Name', 'Operator Number', and three call restriction columns (incoming, outgoing, and incoming/outgoing). A search box is positioned above the table. The table lists three departments: 'Accounts' (Operator Number: 500, 300, 200), 'Sales' (Operator Number: 100, -, -), and 'Support' (Operator Number: -, -, -). The text 'Count of departments: 3' is displayed in the top right of the table area.

Department Name	Operator Number	Incoming	Outgoing	Incoming/Outgoing
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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