

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'), Services (with sub-items 'Departments' (highlighted), 'Short Codes', and 'Account Codes'). The main content area has a teal header 'Business Group Admin Portal' with a user profile 'Henry Jackson'. Below the header, the 'Departments' section is titled in teal. 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 type counts (incoming, outgoing, and both). The rows are 'Accounts' (500 incoming, 300 outgoing, 200 both), 'Sales' (100 incoming, - outgoing, - both), and 'Support' (- incoming, - outgoing, - both). A search bar labeled 'Search for...' is positioned above the table.

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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