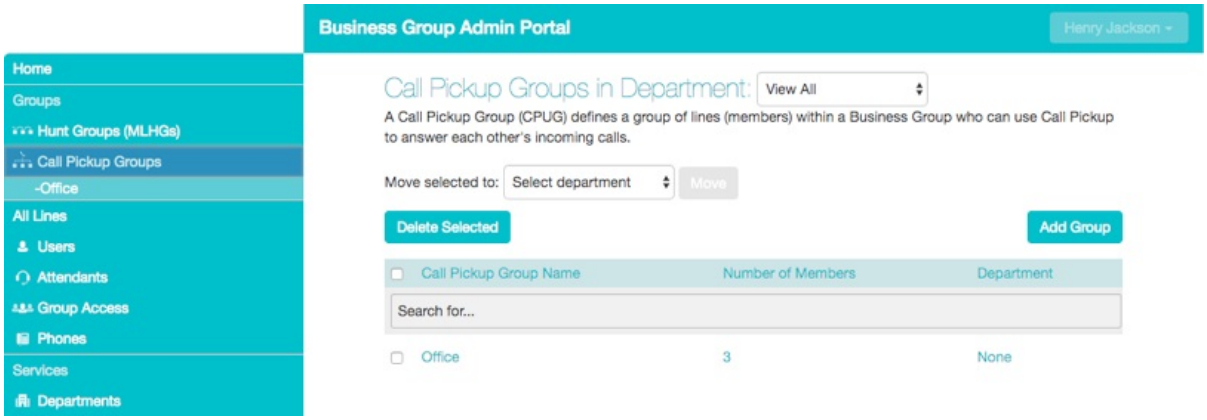
Managing Call Pickup Groups

This covers how to manage call pickup groups

- Viewing Call Pickup Groups
- Moving Call Pickup Groups to Another Department
- Adding Call Pickup Groups
- Deleting Call Pickup Groups
- Viewing and Modifying Call Pickup Groups
- Settings

Viewing Call Pickup Groups

The Call Pickup Groups page displays all of the Call Pickup Groups in your department.



To view Call Pickup Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

Moving Call Pickup Groups to Another Department

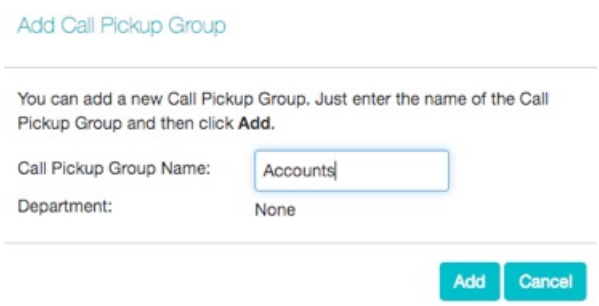
To move Call Pickup Groups between departments, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Select the department you wish to move the Call Pickup group to using the drop-down list at the top of the page.
3. Click on the Move

Adding Call Pickup Groups

To create a new Call Pickup Group, follow these steps:

1. Select the Department to which you want to add the Call Pickup Group.
2. Click on Add Group.
3. Enter the name of the new Call Pickup Group in the text box.
4. Click on Add.



Deleting Call Pickup Groups

To delete a Call Pickup Group, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Click on the Remove Selected

Viewing and Modifying Call Pickup Groups

To view the details of a Call Pickup Group and to modify its settings, follow these steps:

1. Select that Call Pickup Group by clicking on its entry.
2. This takes you to the page for that Call Pickup Group.

Managing Call Pick Up Group Members

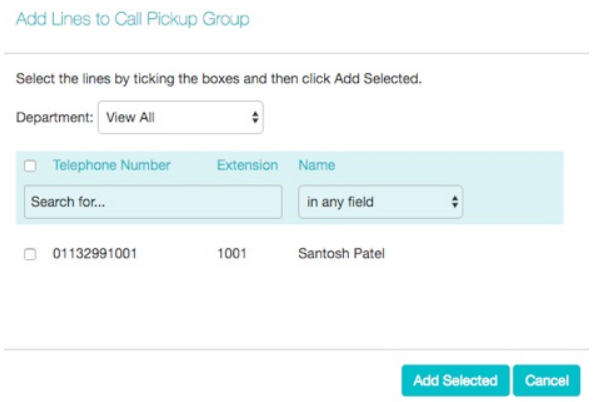
The Members tab displays all the lines in this Call Pickup Group.



Adding lines

To add lines to the Call Pickup Group perform one of the following two operations:

1. If you know the number, enter it in the text box on the top right and click Add.
2. If you don't know the number, click on Add Lines. To select one or more lines to add, use the checkboxes to the left of the lines and click Add Selected.



Removing Lines

To remove a line from the Call Pickup Group, follow these steps:

1. Select the line to remove by using the checkbox to the left of it.
2. Click on the Remove Selected

Settings

The Settings tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:

1. Enter the new name in the text box.
2. Click Apply.