

# Departments



**TIP:** It is recommended to create your **Agents** and assign them to numbers before creating **Departments**

You can create **Departments** to use alongside Agents, to create a **Department** click on **Personal** and then click on **Departments**.

Using **Departments** will allow you to filter recordings on the **Recording Archive** page when a recording has been made with a number/agent assigned to that **Department**. These will also be used for the **Analytics** and **Scorecards** once they become available in a future update.

Call Record Web Portal

SIGN OUT

Dashboard > Department Management

Welcome  
Alex Grant

Dashboard

Recordings

Analytics

Personnel

Agents

Departments

Users

Roles

Reports

Payment & Billing

Configuration

Department Management

Departments allow you to group your organisation's agents together in a structure typical of the majority of business environments. This grouping of agents can be used to generated an aggregate of agent metrics across an entire department.

FILTERS

Name

+ ADD DEPARTMENT

No data available

Rows per page: 15

Click on **Add Department**, add a **Name** for this **Department** then select which **Agents** from the list you would like to assign.

Next click on **Create Department**. Your created Department will now show on the Department Management page.

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