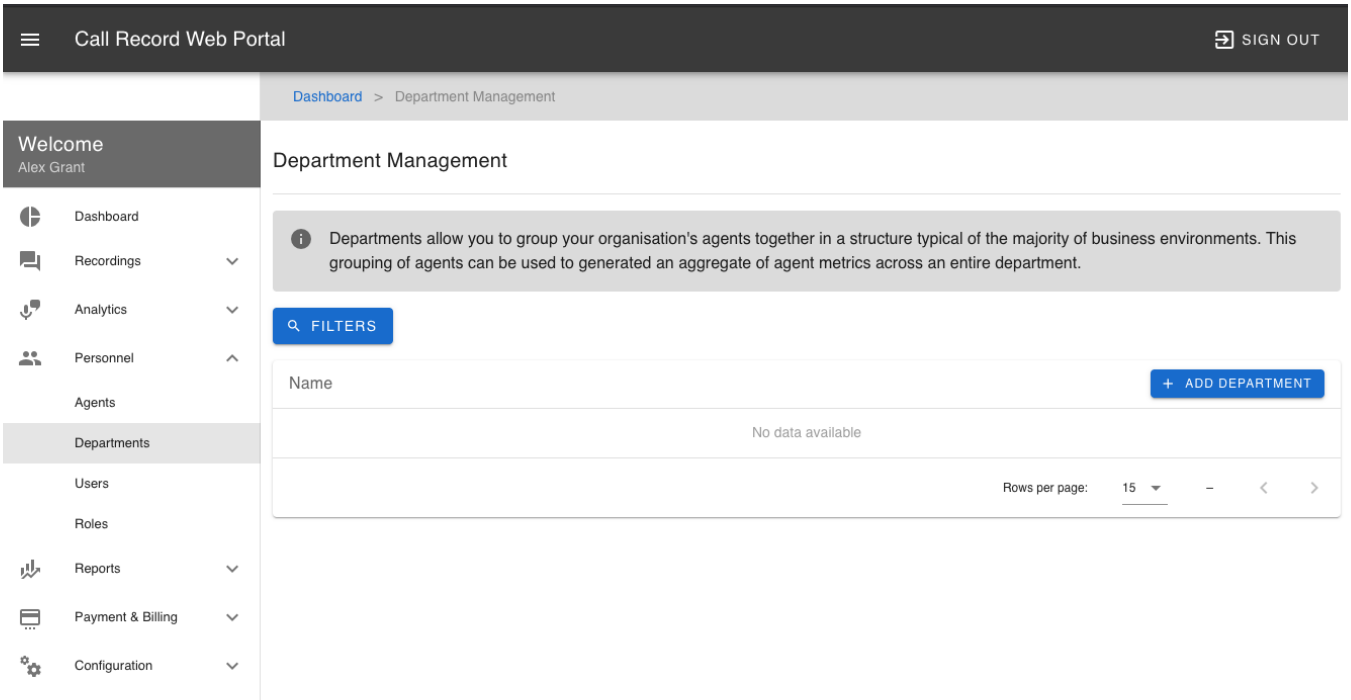
Departments

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.



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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