

# 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.

The screenshot shows the 'Call Record Web Portal' interface. The top navigation bar includes a menu icon, the text 'Call Record Web Portal', and a 'SIGN OUT' button. Below the navigation bar, the breadcrumb trail reads 'Dashboard > Department Management'. The left sidebar contains a 'Welcome' section for 'Alex Grant' and a list of menu items: Dashboard, Recordings, Analytics, Personnel, Agents, Departments (highlighted), Users, Roles, Reports, Payment & Billing, and Configuration. The main content area is titled 'Department Management' and features an information box explaining that departments group agents for metrics. Below this is a 'FILTERS' button and a table with the text 'No data available'. At the bottom right of the table area, there is a 'Rows per page' dropdown set to '15' and a '+ ADD DEPARTMENT' button.

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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