



How to use the Departments Tab

The Departments page shows all departments.

Departments divide your Business group into separately-administrable groups. Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department. Departments may be divided into sub-departments.

This page consists of the following functions.

- Department Configuration
- Add a Department
- Delete a Department
- Edit Department Name

DEPARTMENT CONFIGURATION

Each row in the table shows the Department name. Department names are indented to show their sub-departments and the Department of which they are a sub-department.

ADD A DEPARTMENT

To add a Department.

- Click **ADD DEPARTMENT**.
- Enter a new Department name.
- Select the Department of which the new Department should be a sub-department.
- Click **ADD**.

DELETE A DEPARTMENT

To delete a Department.

- Ensure that the Department is empty of Lines, Phones, Call Pickup Groups, Short Codes and other Departments - Departments can't be deleted unless they are empty.
- Click on the Department's name.
- Click **DELETE**.

If you find that you can't delete a Department because it is not empty, check that the Department has no sub-departments and also check for entries in this Department on the Lines, Phones, Call Pickup Groups and Short Codes page. If you find any Lines, Phones, Call Pickup Groups or Short Codes, either delete them or move them into other Departments.

EDIT DEPARTMENT NAME

To edit a Department's name.

- Click on the Department's name.
- Change it in the Department Name inbox box.
- Click **APPLY**.