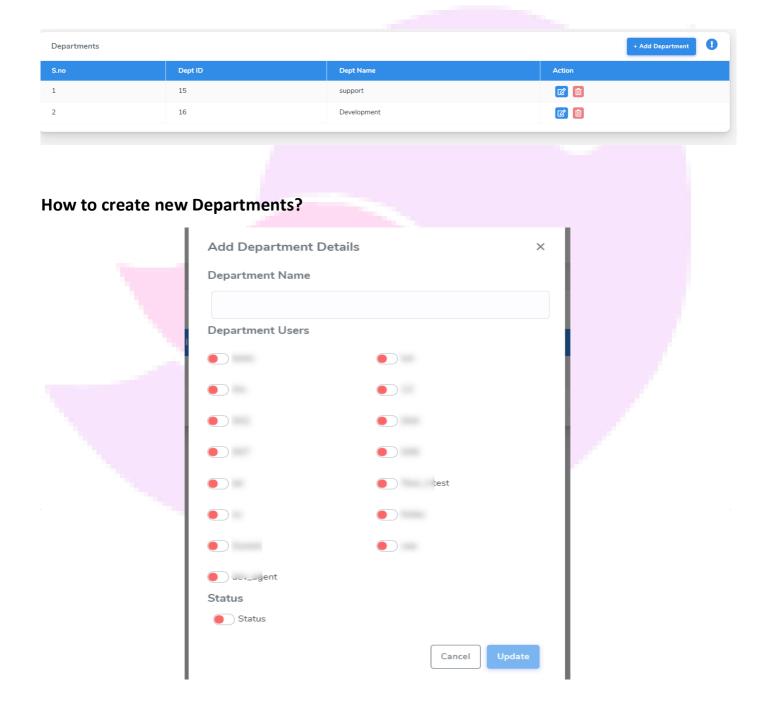


Help manual for Departments

Departments are administrative divisions or subdivisions. Departments help the organizational behaviour in a company. Assigning departments and agents to the departments is now made easy with Omnichannel Departments Solution.





- Go to Manage menu and click on **Departments** submenu.
- In the page that opens, click on "+Add Department".
- There will be a pop-out "Add Department Details".
- In **Department Name** enter the name of the Department.
- Add users for the department by enabling **Department Users**.
- Set the department to Active Status by enabling Status.
- Then click on **Update**.
- The department which was created will be added to the list of the **Departments** and will get displayed.

How to Edit/Update Departments?

- Click on the Edit icon.
- There will be a pop-out "Update Department".
- Make changes in the name of the department in the column "Department Name".
- You can make changes in the users by adding new users by enabling in **Department** Users or deleting the existing users by disabling.
- Click on Update.
- The changes will get updated and will be displayed.

How to Delete Departments?

- Click on the **Delete** icon corresponding to the department.
- There will be a pop-out asking for confirmation. Click on "Yes, delete it!".
- The Department details will be deleted and it will not be in the list.

For Help:

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.

<u>www.mconnectapps.com</u> | <u>sales@mconnectapps.com</u> | Phone : +65 63401005





www.mconnectapps.com | sales@mconnectapps.com | Phone: +65 63401005

Address: 118, Aljunied Avenue 2, Singapore 380118