






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.

Departments			
			+ Add Department 
S.no	Dept ID	Dept Name	Action
1	15	support	 
2	16	Development	 

How to create new Departments?

Add Department Details

Department Name

Department Users

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Status

☒ Status

Cancel

Update

- 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**.

