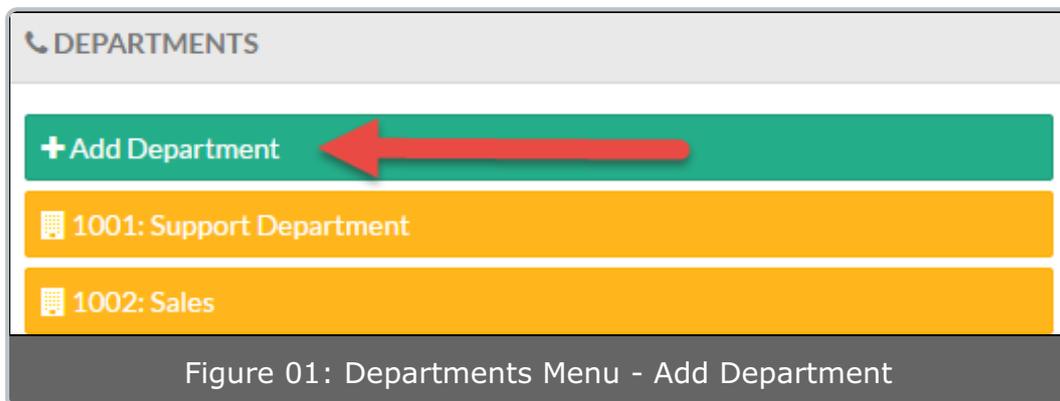


Create a New Department

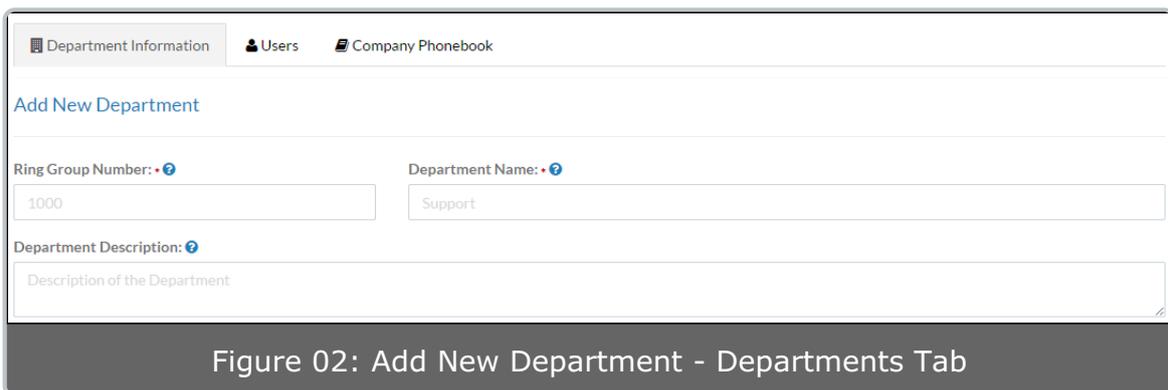
Last Modified on 12/18/2019 9:58 am EST

The **Departments** menu allows the System Administrator to create departments within the Kerauno system. Departments are used to mimic a typical business structure, where a group of employees are considered a department and that department is assigned a manager.

To add a new department to Kerauno, click the green **Add Department** button on the far right side of the screen as shown in the figure below.



This will open the **Add New Department** menu. To modify an existing department, select the department from the yellow boxes in the **Departments** menu.

A screenshot of a web application form titled "Add New Department". The form has three tabs at the top: "Department Information" (selected), "Users", and "Company Phonebook". Below the tabs, there are three input fields: "Ring Group Number" with the value "1000", "Department Name" with the value "Support", and "Department Description" with the placeholder text "Description of the Department". At the bottom of the screenshot, there is a dark grey bar with the text "Figure 02: Add New Department - Departments Tab".

Ring Group Number

In the **Ring Group Number** field, specify the extension of the department ring group. This extension number can be dialed to call or page the entire department. By default, department ring groups are set to a **Ring All** ring strategy. This means that when an employee dials the department's ring

group number, all employees' phones in that particular department will ring. These settings can be changed in the **Interaction Routing > Call Ring Groups** menu after creating the department.

Department Name

Specify the name of the department so that it can be easily identified (e.g., Sales, Accounting, etc.).

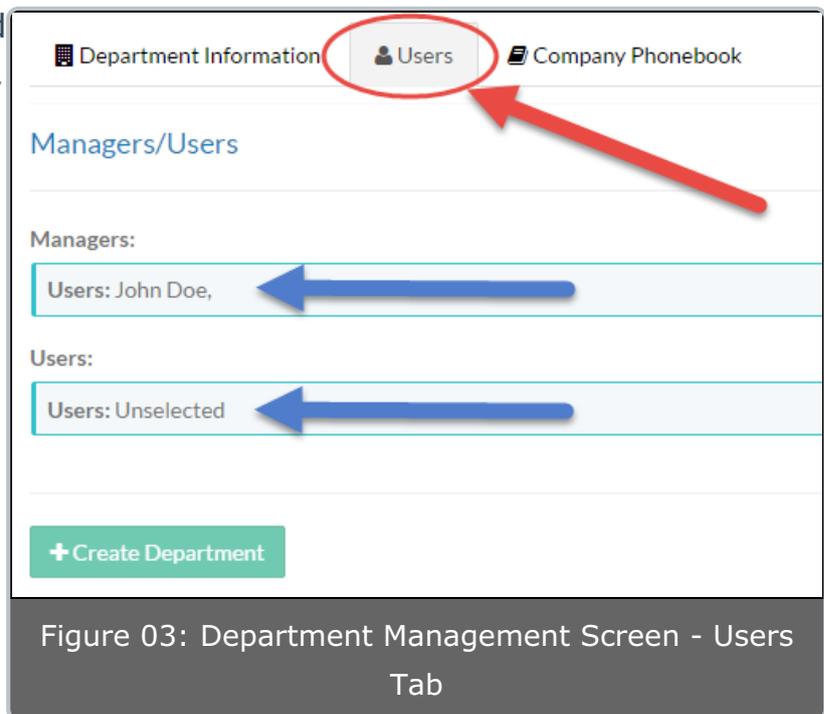
Department Description

Enter an additional description or notes about this particular department.

Adding/Modifying Users and Managers in a Department

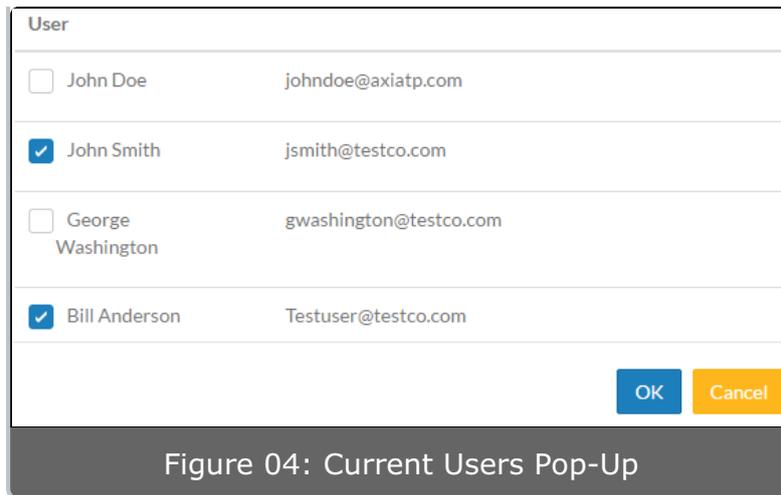
To add or modify users and managers in a department, select the **Users** tab on the **Department Management** screen.

From this screen, the System Administrator can add both managers and department members to a department. If users already exist in the department, they will be listed in the blue **Users:** box.



To add a new user or manager, click inside the light-blue **Users:** box to create users or the light-blue **Managers:** box to create managers. This will open a pop-up with a list of all currently built users in the Kerauno system.





In the left column of the pop-up, mark the checkbox for any user to be placed into the department. There is no limit to how many users can be placed into a single department. When finished, click the blue **OK** button to add the selected users to the department.

NOTE:	Any users added under the Managers section will automatically be given Department Manager Permissions in the Kerauno web portal. Department Manager permissions will allow managers to access all additional reporting functions.
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Phonebook

Marking the **Add to Company Phonebook?** checkbox adds the Department to the company directory located under **User Panel > Phonebook**. The department name and number are visible to all employees logged into the User Panel.