

Departments

 learn.uc.spectrumenterprise.net/departments-2

November 7, 2024

Home | Spectrum Enterprise Voice Management Portal | Departments

Table of contents

- Add a Department
- Modify Department
- Delete a Department

The Departments section of the admin portal lists all the departments in your group. A department is a subset of users within a group, and users are individuals within a group or department. Creating departments allows you to create a department administrator, who can then control a small subset of users.

As a group admin, you can add, modify or remove departments, as needed. This guide reviews those steps.

Spectrum

ENTERPRISE

Enterprise Voice Management Portal (Blynk.admin)

Help Guides

Hosted Client Apps

Search

My Account

Dashboard / Departments

MENU

Service Dashboard

Administrators

Announcements

Directories

Business Profile

Business Schedules

Departments

Users

GROUP SERVICES

Configuration

Account/Authorization Codes

Auto Attendant

BroadWorks Anywhere

Call Center

Departments

Filter Results

Name	CLID Name	CLID Number
B-Lynk Admins (BLYNKSPEC8134501900)		
Call Center (BLYNKSPEC8134501900)		
Customer Service (BLYNKSPEC8134501900)		
Customer Service (BLYNKSPEC8134501900) \ Customer Service Stars		
HR (BLYNKSPEC8134501900)		
HR (BLYNKSPEC8134501900) \ Benefits		
HR (BLYNKSPEC8134501900) \ Finance		
HR (BLYNKSPEC8134501900) \ Finance \ Accounting		
HR (BLYNKSPEC8134501900) \ Finance \ Billing		
HR (BLYNKSPEC8134501900) \ Finance \ Billing \ Testing		
HR (BLYNKSPEC8134501900) \ Payroll		
HR (BLYNKSPEC8134501900) \ Recruitment		

Add a Department

1. From the group dashboard, select **Departments** from the left-hand menu. Here you will see a list of departments assigned to this group/location.
2. To add a department, select the **Plus** icon.

The screenshot shows the 'Create Department' modal in the Spectrum Enterprise Voice Management Portal. The modal contains the following fields:

- Name ***: A text input field.
- Departments**: A dropdown menu currently showing '--No Parent--'.
- CLID Name**: A text input field.
- Phone Number**: A text input field with a settings gear icon to its right.

At the bottom right of the modal are 'Cancel' and 'Save' buttons. The background interface shows a sidebar menu with 'Departments' highlighted, and a table of existing departments with columns for 'Name' and 'CLID Number'.

3. Enter the **Name** of the department.
4. If applicable, enter the **Parent** of the department.
5. Enter the **Calling Line ID Name** (CLID).
6. If applicable, assign the department a phone number in the CLID Number field.
7. Select **Save** to save your changes and add the department.

Modify a Department

Once the department is created, you can modify the settings or add an administrator at any time.

1. From the departments page, select the department to modify.
2. Select the **Settings** icon in the upper, right-hand corner.
The **Edit Department** pop-up will appear.
3. Modify the areas needed and select **Save** to save your changes.

To add an administrator to a department:

1. Select the **Administrator** tab.
2. Select the **Plus** icon.

The screenshot shows the 'New Admin' pop-up form in the Spectrum Enterprise Voice Management Portal. The form has the following fields: 'User Id *' (text input), 'Domain' (dropdown menu showing 'voip.bhnis.net'), 'First Name' (text input), 'Last Name' (text input), 'Password *' (password input with a strength indicator), 'Repeat Password' (password input with a strength indicator), and 'Language' (dropdown menu showing 'English'). At the bottom right of the form are 'Cancel' and 'Save' buttons. The background shows the portal's sidebar with 'Departments' selected.

3. Enter the **User ID** and **Domain** for the administrator.
4. Enter the **Last Name**, **First Name**, **Password** and **Language**.
5. Select **Save** to save your changes and add the department admin.

Delete a Department

1. From the departments page, select the department you would like to remove.
2. Select the **Settings** icon in the upper, right-hand corner.

The screenshot shows the 'Edit Settings' pop-up form for a department named 'B-Lynk Admins'. The form has the following fields: 'Name *' (text input with 'B-Lynk Admins'), 'Parent' (dropdown menu showing '--No Department--'), 'CLID Name' (text input), and 'Phone Number' (text input with a settings gear icon). At the bottom right of the form are 'Delete', 'Cancel', and 'Save' buttons. The background shows the portal's sidebar with 'Departments' selected.

3. The Edit Department pop-up will appear. Select **Delete** to remove the department. You will be prompted to confirm.