Groups and Rules

A group is always the first destination for callers. Every number which callers can call is assigned to a group. Most settings for your call center will be made in the relevant group. Groups can be assigned agents and vice-versa. These assignments can be changed at any later time.

The list of groups is accessed using the function **ACD - Groups**.

To create a new group use the **New** or **Copy** function in the toolbar.

Use **Edit** to change the settings of a group at a later stage.

The function **Set Default** is used to determine a default group. A default group contains settings which can be used by all other groups in your client account. For example you could set up a greeting prompt in the default group and setup all other groups so that the greeting prompt setting is used from the default group. The default group can not be used to accept calls, it is only used purely to contain settings used by other groups. The default group can not be copied.

To delete a group use the **delete** function.