

Departments

Departments are used to order/select the agents within the ACD. The department attribute does not affect ACD work and can be used by the client for their own categorisation purposes.

Choose **System Settings - Departments** in the main menu, to view the table of existing client departments.

Use **New** in the toolbar to create a new department. Entries can be changed by selecting **Edit** in the **Action** column. Provide the following information:

Name	The name of the department.
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