



Departments


Departments allows you to create and manage multiple divisions within your organization. Departments can be classified based on your customer's organization, product, geographic location or workgroup. Each department can have its own set of technicians, email templates, email configuration, and contacts.

Adding a department

- Go to **Settings > Organization > Departments**.
- Click on **Add department**.
- Fill in the department name, display name and provide a brief description about the department.
- Click on **Add technician** to add technicians to the department. Add at least one technician and click **DONE**.
- Click **CONFIGURE** to configure the department.

Note: To switch departments, click on departments besides  placed in the toolbar at the top and select the preferred department using their display name.

Adding a technician

- Go to **Settings > General > Departments**.
- Click on **CONFIGURE** given beside the department to be configured.
- Select **Technicians**.
- Click **ADD TECHNICIAN** and select the check box besides the technician to be added.
- To remove technician click on  besides the technician.
- Unattended access group permissions given to the technician can be altered under **Groups**.

Add Technicians 

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Note:

On downgrading your plan, the created departments will be disabled. They can be enabled again by upgrading to Enterprise Edition.

Customizing the department

- Go to **Settings > General > Departments**.
- Click on **CONFIGURE** given beside the department to be configured.
- Select **Email Templates** to customize email templates.
- Select **Email Configuration** to configure your emails settings.
- Select **Contacts** to import contacts from Google or from your computer.

Enabling/disabling the department

- Go to **Settings > General > Departments**.
- Choose either Active or Inactive and click on ●●● given beside the department to disable or enable the department.

Note: Once a department is added, it cannot be deleted. It can only be disabled.