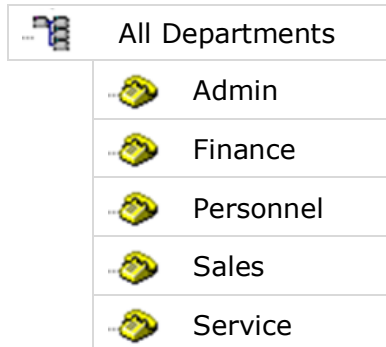


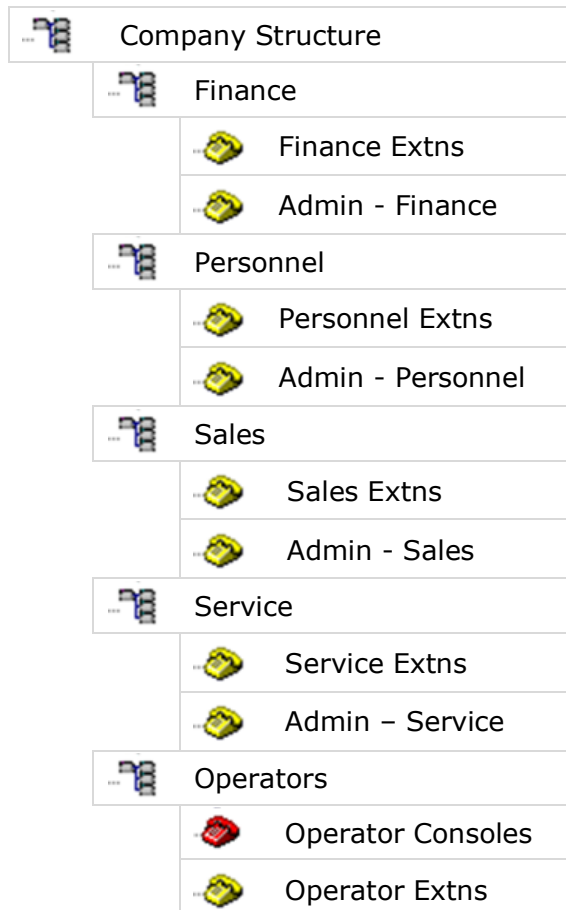


ORGANISATION STRUCTURES

You may just want a simple structure with a group of extensions for each of your departments, and then all those grouped within a parent group, or group of groups.

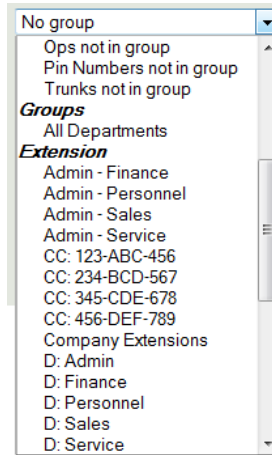


On the other hand you may need something a little more complex. In the example below most departments have an Admin department. You will see that the department name has been put after Admin to make each group name unique.

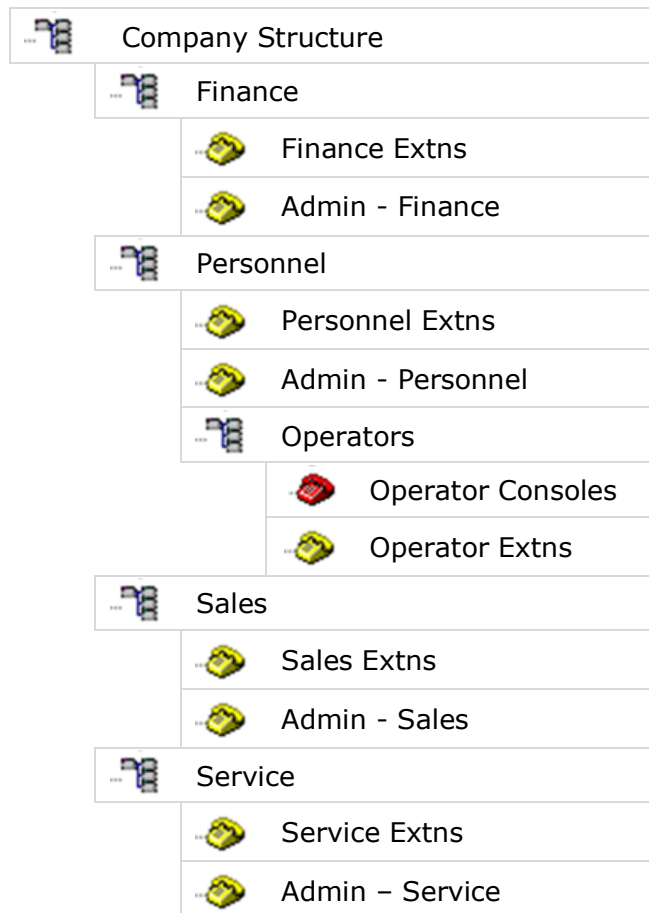




While LUMBERJACK will allow you to have more than one group of the same name it is much easier if all group names are unique – particularly when accessing the **Group** drop-down list on the **PBX and Group** tab of the **Report Setup**: if the group names weren't unique you would not know which one was which.



In this example Operators Group of Groups is a sub-group of the Personnel group.





When you are in the **Reports>Create Group** window you can show the structure of a group by clicking on the bold group type in the **Group of** column: as shown below with **All Departments**.

Group Name	Group of	User	Updated
Admin - Finance	Extensions	focom staff	16:04:32 Mon 15/08/2011
Admin - Personnel	Extensions	focom staff	16:04:46 Mon 15/08/2011
Admin - Sales	Extensions	focom staff	16:04:38 Mon 15/08/2011
Admin - Service	Extensions	focom staff	16:04:52 Mon 15/08/2011
All Departments	Groups	focom staff	11:47:28 Tue 16/08/2011
CC: 123-ABC-456	Extensions	focom staff	15:15:17 Mon 25/10/2010
CC: 234-BCD-567	Extensions	focom staff	15:15:53 Mon 25/10/2010
CC: 345-CDE-678	Extensions	focom staff	15:15:39 Mon 25/10/2010

Group Breakdown

Back

- All Departments**
 - D: Admin**
 - 6006** Vol O'Von
 - 6013** Willie Winkie
 - 6002** Krem Karomell
 - D: Finance**
 - 6003** Miss Moffat
 - 6016** Sir Loin Stake
 - X 6010** Lofa Bred
 - 6010** Gary Baldi
 - D: Personnel**
 - 6019** Teresa Green
 - 6009** Bo Peep
 - D: Sales**
 - 6001** Jamie Dodger
 - 6008** Jack Horner
 - 6012** Chi Ken
 - 6018** Kid Knee
 - 6020** Gus Tardpie
 - 6007** Boy Blue
 - D: Service**
 - 6005** Dr Foster
 - 6011** Bol O'Naze
 - 6014** Phillip Stake
 - 6015** Soss Idge
 - 6017** Les Arnya
 - 6004** Candice Tor

This example also shows the "reassigned" extension 6010.

If you want to manually create your organisation structure start by creating the groups at the lowest level: i.e. the groups of extensions, operators etc. Once you have those groups you can create Group of Group

Further reading:

See "How to Create an Adhoc Group".