



HOW TO CREATE AN ADHOC GROUP

There will be reports that you want to view, for example, by department. Your company structure may already have been entered on the system and other groups already setup within LUMBERJACK. These groups will be shown in the **Create Group** window.

call monitor | reports | pbx | management | processes | email support | webhelp | logout

create group

Create Group

This is the area to create new or edit existing groups.

Groups can represent departments. By grouping those departments together using groups of groups creates your organisational structure. Groups don't have to be limited to just departments, you can group filters together to create complex reports, etc.

Where you have a long list of groups available, you can use the 'Filter List' option to reduce the number visible. Click on the (+) and use the boxes to filter those groups you want to see.

Group groupss by **None** | User | Type

+ Filter list

To create a completely new group, click on the (+) and work through the instructions.

+ Create New Group

The entries below, show all the groups that are available. You can use and edit these groups or use them as a base to create a new group.

Group Name	Group of	User	Updated
All Cost Centres	Groups	focom staff	15:17:30 Mon 25/10/2010
All Departments	Groups	focom staff	15:17:28 Mon 25/10/2010
All Lines	Trunks	focom staff	16:23:50 Mon 25/10/2010
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

© 1996 - 2011: Focom Limited | Support Tel: 01442 200 002 12:41:31 20 Jul 2011

They will also appear in the **Group** drop down list on the **PBX and Group** tab of a report setup, where you will notice that they are separated into groups of the same type: System Groups (which are automatically populated); Groups; Extensions; Operators; Trunks; Filters; PBXs; Agents; Desks; Account Codes; and Pin Numbers.

call monitor | reports | pbx | management | processes | email support | webhelp | logout

Detailed Report: Enter name of new report

Date and Time | **PBX and Group** | Filtering | Columns | Name and Folder | Confirm

Pbx: All PBXs

Group: [No group] (dropdown menu open)

- No group
- System Groups**
- No group
- Account Codes not in group
- Agents not in group
- All Account Codes
- All Agents
- All Desks
- All Extns
- All Ops
- All Pin Numbers
- All Trunks
- Desks not in group
- Extns not in group
- Ops not in group
- Pin Numbers not in group
- Trunks not in group
- Groups**
- All Cost Centres
- All Departments
- Extension**

Interval

© 1996 - 2011



There may be times, however, when you need to create an adhoc group of extensions, lines, etc in order to run a report.

To CREATE YOUR ADHOC GROUP

Select **Reports>Create Group** then expand **Create New Group**.

Group Name	Group of	User	Updated
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

Select the element that you want to create a group of, then click **[Create]**. Each group can only contain one type of element.

To create a completely new group, click on the + and work through the instructions.

- Create New Group

What do you want to create a group of?

- Groups This will allow groups to be grouped together, this will form a free form hierarchy.
- Extensions This will allow extensions to be grouped together.
- Operators This will allow operators to be grouped together. Some switched report operators as extensions.
- Trunks This will allow trunks to be grouped together.
- Agents This will allow agents to be grouped together. Most switches do not contain agents.
- Desks This will allow desks to be grouped together. Most switches do not contain desks.
- Account Codes This will allow account codes to be grouped together. Not all switched contain account codes.
- PIN Numbers This will allow pin numbers to be grouped together. Not all switches contain pin numbers.
- Filters This will allow filters to be grouped together. This allows complex reports to be generated
- PBXs This will allow PBXs to be grouped together.

Create



In the **Items Available** drop-down list select the PBX that contains the elements that you want to group together. Your group can contain elements from more than one PBX.

If the elements you are grouping are current, then ensure you select the PBX from the **Active items in** section of the list

Once you have selected the PBX a list of available elements will appear

Select the elements you want from the available list then click the  (right arrow) – the selected element(s) will then appear in the **Items Selected** box on the right.

You can select **individual elements** or you can use the standard Windows commands to select a **consecutive block** of elements (click the first element then shift+click the last element) or a **non consecutive block** (click the first element then Ctrl+click each additional element you want).



Once all your required elements are in the **Items Selected** box, enter a name in the **Group Name** box then click **[Add]**.

The screenshot shows a dialog box titled "Group" with the subtitle "Enter name of new group". On the left, under "Items Available", a list of names is shown with "6001 Jamie Dodger" and "6003 Miss Moffat" selected. On the right, under "Items Selected", the same two names are listed. In the center, there are four red arrows pointing outwards. At the bottom, the "Group Name" field contains "Special Project". The "Add" button is highlighted with a blue border.

Once added, the group name will appear in the band at the top, and the command buttons in the bottom band will change to include **[Delete]**, **[Protect]**, **[Update]** etc.

The screenshot shows the same dialog box, but now the title bar includes "Special Project". The "Items Available" list is now empty, and the "Items Selected" list remains the same. The "Group Name" field still contains "Special Project". The "Add" button has been replaced by a row of buttons: "Back", "Show Structure", "Delete", "Protect", "Update", and "Add".

Once you have added your group you will be able to select it on the **PBX and Group** tab when creating reports.