

# Departments





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# Departments

To manage departments, go to **More > Departments** menu item.

Here you can see a record of all the created departments with their status.

The screenshot shows the ENGYS Chat Dashboard for Care Manager. The top navigation bar includes the ENGYS logo and the text 'Chat Dashboard for Care Manager'. The main navigation menu contains: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The 'DEPARTMENTS' section is active, showing a success message: 'Success! Status has been changed successfully.' Below this is a table with the following data:

DEPARTMENT NAME	TEAM MEMBERS	STATUS	
Accounts		Active	 
Sales		Active	 

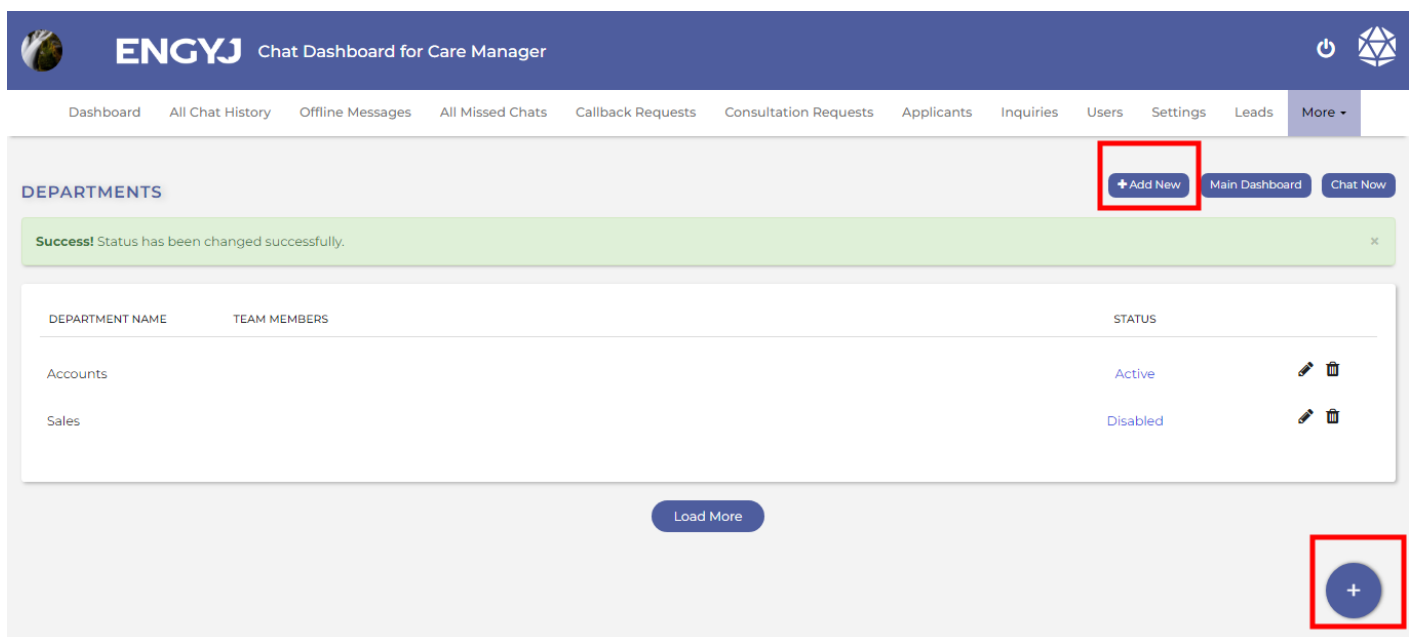
At the bottom of the table area is a 'Load More' button. A floating action button with a plus sign is located in the bottom right corner.

# Create a New Department

To manage departments, go to **More > Departments** menu item.

To create a new department there are two option

1. click the + button given in bottom right corner of the screen as shown in following figure.
2. Click on the add button on the top right corner beside "chat Now and Main dashboard" button



The screenshot shows the ENGYS Chat Dashboard for Care Manager. The top navigation bar includes a power icon and a gear icon. Below the navigation bar, there are several menu items: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The DEPARTMENTS section is visible, featuring a table with columns for DEPARTMENT NAME, TEAM MEMBERS, and STATUS. The table lists two departments: Accounts (Active) and Sales (Disabled). A green success message is displayed above the table. The '+ Add New' button is highlighted in red, and a '+ Add' button in the bottom right corner is also highlighted in red.

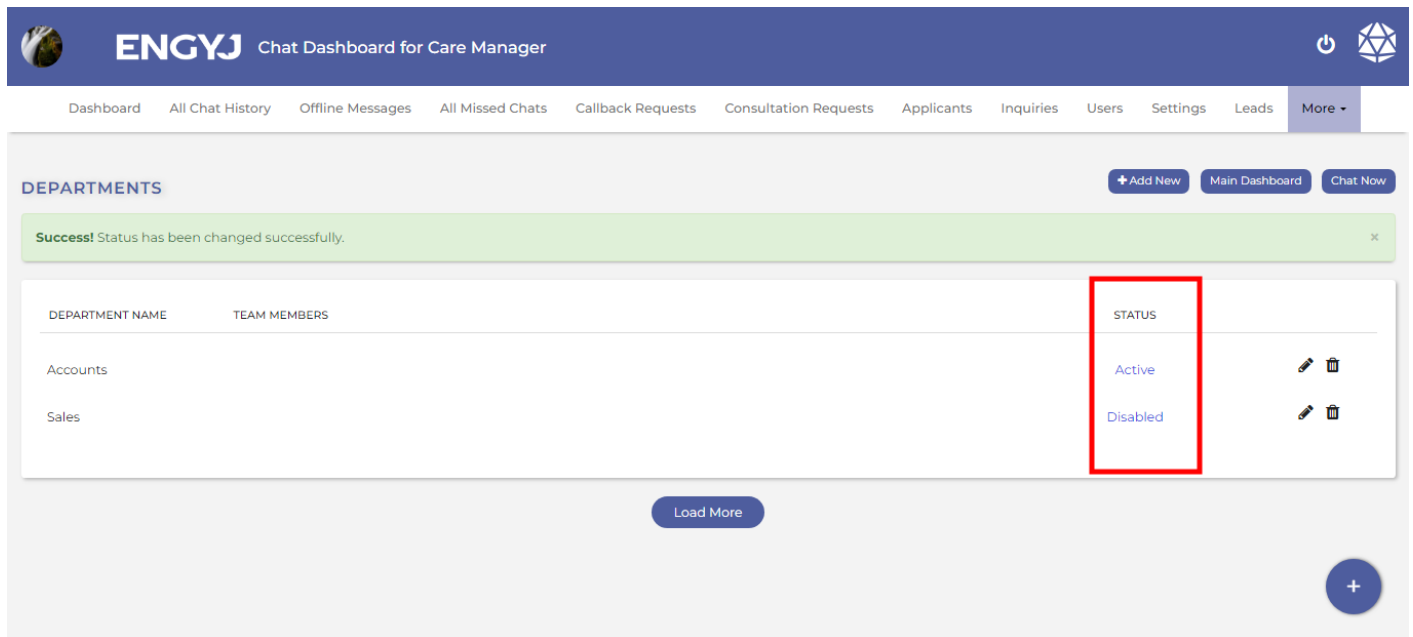
DEPARTMENT NAME	TEAM MEMBERS	STATUS
Accounts		Active
Sales		Disabled

This will open a dialogue box where you can enter the department name and hit the SAVE button to create the department.





# Change Status

To manage departments, go to **More > Departments** menu item.

A status of the department could be changed by clicking their current status for the individual row of the department under STATUS column.



The screenshot shows the ENGYZ Chat Dashboard for Care Manager. The top navigation bar includes a power icon and a gear icon. The main navigation menu contains: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The DEPARTMENTS section is active, showing a success message: "Success! Status has been changed successfully." Below this is a table with columns: DEPARTMENT NAME, TEAM MEMBERS, STATUS, and an action column. The table lists two departments: Accounts and Sales. The STATUS column for Accounts shows "Active" and for Sales shows "Disabled". A red box highlights the STATUS column. The action column contains edit and delete icons for each row. A "Load More" button is at the bottom center, and a "+" button is at the bottom right.

DEPARTMENT NAME	TEAM MEMBERS	STATUS	
Accounts		Active	 
Sales		Disabled	 

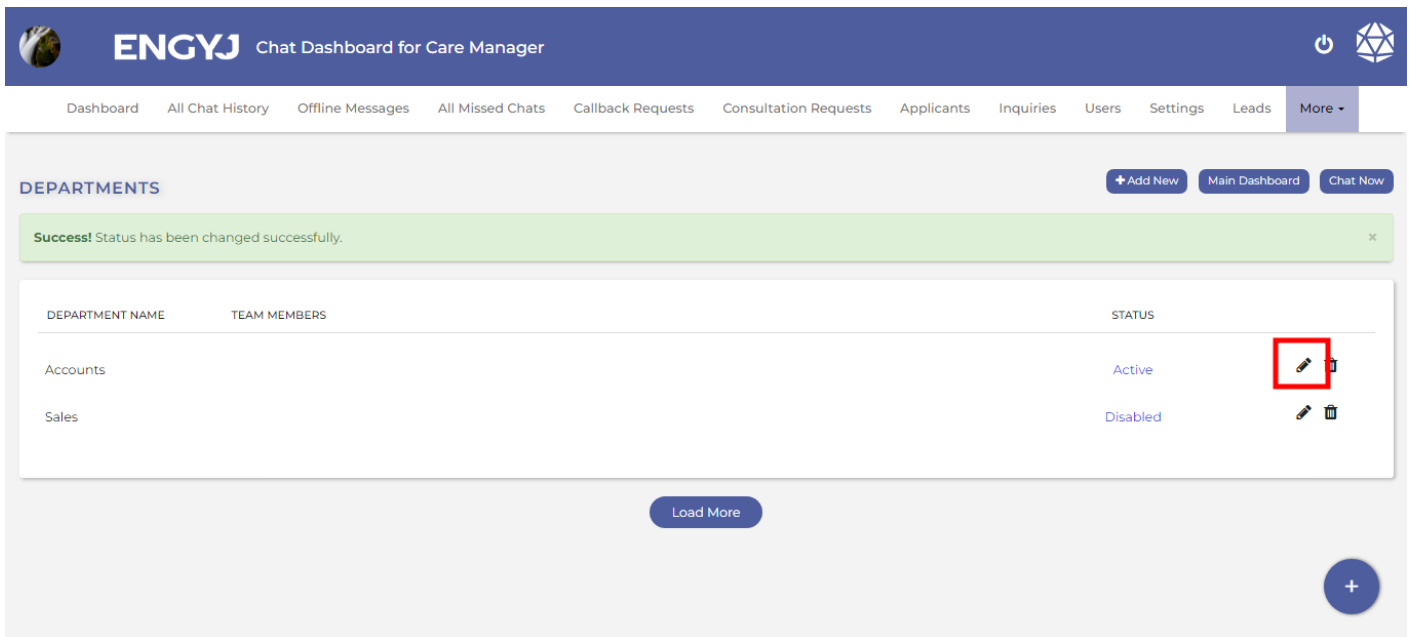
If this is Active then it means, the department is currently active and clicking on this will turn it to disabled.

If this is Disabled then it means, the department is currently disabled and clicking on this will turn it to active.





# Modify a Department

To manage departments, go to **Departments** menu item.

To modify a department, click the pencil icon under ACTION column of the specific row in the list of the departments. or just click directly on that department, and you can edit it right away.



The screenshot shows the ENGYZ Chat Dashboard for Care Manager. The top navigation bar includes the ENGYZ logo and the text "Chat Dashboard for Care Manager". The main navigation menu includes: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The DEPARTMENTS section is active, showing a success message: "Success! Status has been changed successfully." Below this is a table with the following data:

DEPARTMENT NAME	TEAM MEMBERS	STATUS	ACTION
Accounts		Active	 
Sales		Disabled	 

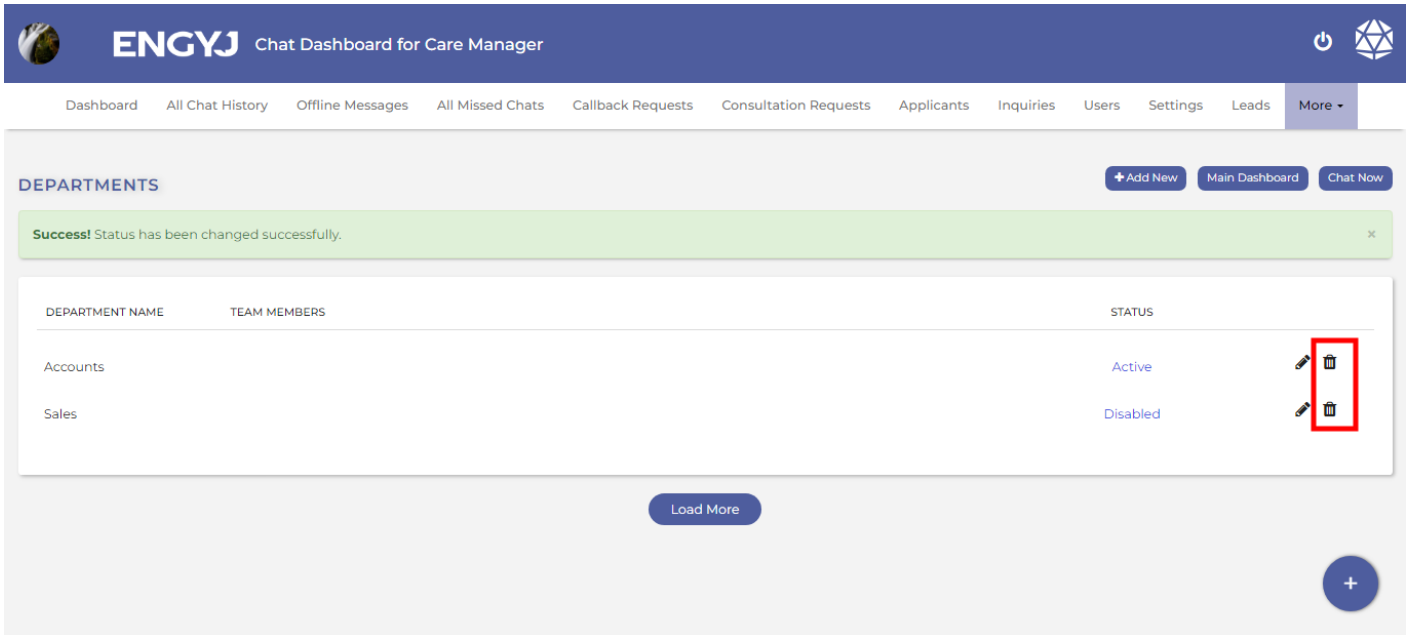
At the bottom of the table, there is a "Load More" button and a blue circular button with a white plus sign.

This will open a dialogue box where you can change the name of the department and save it.



# Delete a Department

To delete a department, go to **Departments** menu item.

Click the delete icon under ACTION column of the specific row in the list of the departments.



The screenshot shows the ENGJ Chat Dashboard for Care Manager. The top navigation bar includes the ENGJ logo and the text "Chat Dashboard for Care Manager". The main navigation menu includes: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The DEPARTMENTS section is active, showing a table with columns: DEPARTMENT NAME, TEAM MEMBERS, and STATUS. The table lists two departments: Accounts (Active) and Sales (Disabled). The delete icon (trash can) for the Accounts department is circled in red. A "Load More" button is visible below the table. A success message at the top of the table area reads: "Success! Status has been changed successfully." Buttons for "+ Add New", "Main Dashboard", and "Chat Now" are also present.

DEPARTMENT NAME	TEAM MEMBERS	STATUS	ACTION
Accounts		Active	
Sales		Disabled	

This will open a confirmation popup box with YES and No options to confirm before deleting a department. If chosen **YES**, then the department will be deleted from list.

**NOTE:** Deleting a department will permanently delete that from database. This cannot be recovered later. So, be careful when you perform this operation.