

# Department Group Help Guide

**Table of Contents:**

**DOCUMENT DESCRIPTION** .....2

**FEATURE DESCRIPTION – DEPARTMENT GROUPS**.....3

**CONDITIONS:** .....3

**REQUIRED PROGRAMMING**.....4

**RELATED PROGRAMMING**.....5

**COMMON PROGRAM EXAMPLES:**.....7

    EXAMPLE 1 PRIORITY ROUTING: .....7

    EXAMPLE 2 CIRCULAR ROUTING: .....8

**OPERATION:**.....9

**Document Description**

This document is intended to be a quick reference help guide for the Department Group feature. The feature descriptions, programs and examples are not intended to be a substitute for the SL1100 Features & Specifications guide. This help guide’s intent is to cover the minimum required programs to make a department group work as well as provide common examples.

For complete listing of details please review the SL1100 Features & Specification Manual.

## Feature Description – Department Groups

With Department Group Calling, an extension user can call an idle extension in a preprogrammed Department Group (32 Department Groups available) by dialing the pilot number. For example when dialing the pilot number of the Sales department, the call can be route to an idle member of that group without knowing their extension number.

There are two types of routing for Department Group Calling: Priority Routing (Default) and Circular Routing. With Priority Routing, an incoming call routes to the highest priority extensions first. Lower Priority extension ring only if all higher priority extensions are busy. With Circular Routing, each call rings a new extension.

The system prevents hunting to a Department Group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded
- Logged out

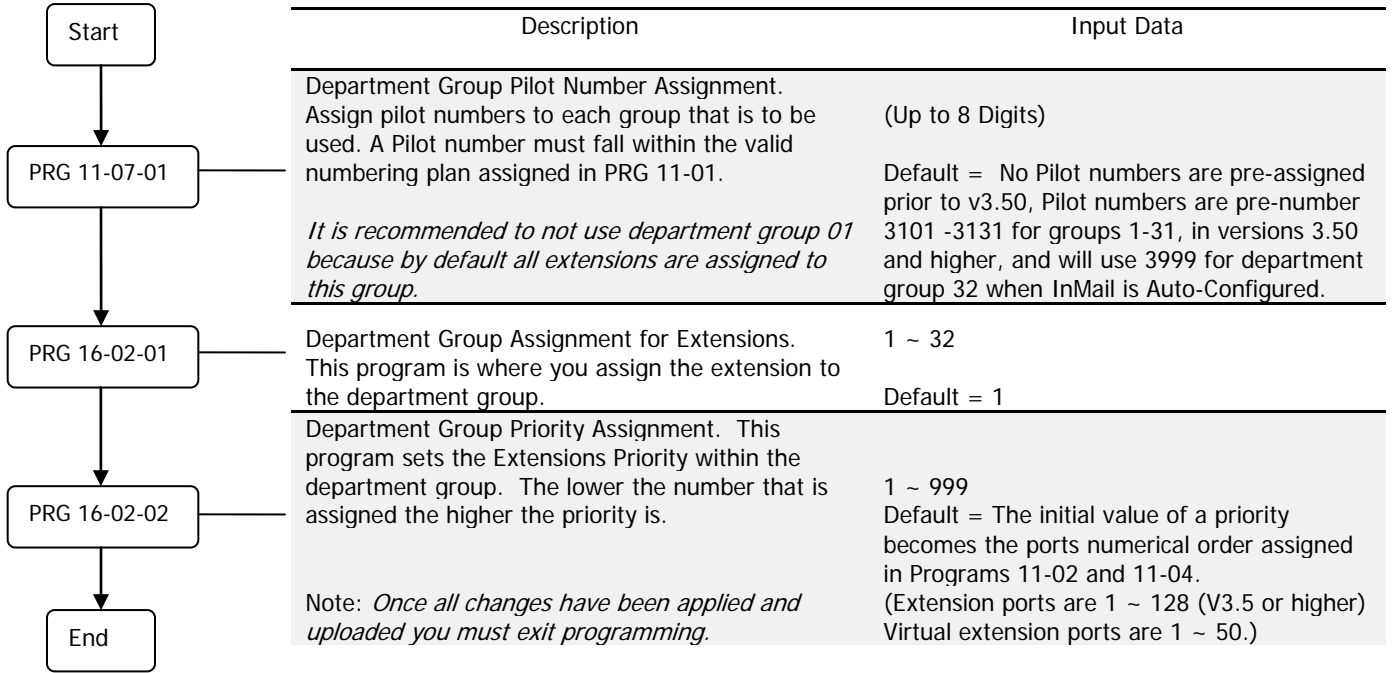
---

## Conditions:

Please refer to the SL1100 Features & Specification Manual for a full list of Service Conditions.

- *Extensions in a Department Group which has Call Forwarding enabled are not included in the call hunt.* The extension to which the user is forwarded does not receive the hunted calls. When you use the automatic Department Step calling (PRG 16-01-03) it hunts only to members with the same or lower priority.
  - A virtual extension can be programmed to receive multiple calls which can camp-on to the extension no analog port is required.
  - An extension user can Transfer a call to a Department Group Pilot number. If unanswered, the call recalls (depending on programming) the transferring extension after the Transfer Recall Time (PRG24-02-04).
  - The Overflow feature is only supported for DID calls pointed directly to the Pilot Number. POTS lines and transferred DIDs ignore the Overflow settings.
  - When a DIL rings to a Department Group, the DIL may follow the line overflow programming (PRG 22-01-04 and PRG 22-08-01).
  - When PRG 16-01-05 "All Ring Mode Operation" is set to (1) Automatic, all telephones in the Department group Ring for Intercom calls & DID calls Directed to the Department Group Pilot Number only.
  - PRG 16-01-05 (Extension Group All Ring Mode Operation) does not work to a Secondary Department Group.
  - Voice mail uses one Department Group for voice mail.
  - When a Department Group is assigned as the VM Department Group in PRG 45-01-01 it will only work as priority mode no matter what PRG 16-01-02 is set to for that Department Group.
-

**Required Programming**



**Related Programming**

Please refer to the SL1100 Features & Specification Manual for a full list of Related Programs.

Program Number	Description	Input Data
15-07-01	<p>Programmable Function Keys.</p> <p>This program assigns Function keys to each extension. Please refer to the SL1100 Features &amp; Specifications for more details regarding keys related to Department Groups.</p>	<p>Optional Keys for Department Groups:</p> <p>36 = Step Call</p> <p>46 = Department Group Log Out</p> <p>58 = Automatic Transfer at Department Group Call</p> <p>59 = Delayed Transfer at Department Group Call</p> <p>60 = DND at Department Group Call</p> <p>Default = Above keys not assigned by default.</p>
16-01-01	<p>Department Group Name. This program is used to assign a name to the department group.</p>	<p>Maximum 12 characters</p>
16-01-02	<p>Department Group Call Cycle. This program is used to define what happens when the department group pilot number is called.</p> <p>If this is set to priority every new call to the pilot number will search an idle phone in order of the extensions priority (set in PRG 16-02-02). The lower the number the higher the priority for that extension. For example if two phones are idle and one phone has a priority of a 1 and the other phone has a priority of a 2 the phone with the priority 1 will receive the call.</p> <p>If this is set to circular every new call to the pilot number will cycle to an idle extension in a circular order. The priority of the extension is not used. When using a department group for Voice Mail this program must be set to (0) priority.</p>	<p>0 = Priority Routing</p> <p>1 = Circular Routing (UCD)</p>

		Default = 0 Priority Routing
16-01-03	<p>Department Group Routing when Busy (Auto Step Call)</p> <p>This program determines how the system routes an intercom call to a busy department group member. Intercom calls to the extension can either hear busy tone or route to another idle member of the group.</p> <p><i>This only occurs for intercom calls direct to a member and not when calling the pilot number of the group.</i></p> <p><i>For Circular to work the following programs must be set to <u>off</u> for that member's class of service: 20-09-07 "Call Queuing" and 20-13-06 "Automatic off hook signaling"</i></p>	<p>0 = Normal (Intercom Caller hears busy tone.)</p> <p>1 = Circular (Intercom caller routes to an idle group member.)</p> <p>Default = 0 Normal</p>
16-01-04	<p>Department Group Hunting Mode.</p> <p>This program sets what happens when an unanswered call to a department group pilot number reaches the last member of the group.</p> <p>If this is set to (0) once the last extension is called the hunting will stop.</p> <p>If this is set to (1) once the last extension is called the hunting will continue to look for an idle member to receive the call.</p> <p>It is recommended when using a department group for Voice Mail to set this to a (1), circular.</p>	<p>0 = Once last extension is called hunting is stopped.</p> <p>1 = Circular Hunting</p> <p>Default = 0 Stop at last member</p>

**Common Program Examples:**

**Example 1 Priority Routing:**

In the example below a 3<sup>rd</sup> party IVR unit will be connected to the SL1100's 4 analog stations (109-112). Extension 109 -112 are to be assigned to a department group for the IVR to use so that calls to that department group's pilot will always start with 109, but will hunt to the next department group member in consecutive order as set by the priority level in program 16-02:

**11-07: Department Group Pilot Numbers**

Department Group	Pilot	Department Group	Pilot	Department Group	Pilot	Department Group	Pilot
01	3101	09	3109	17	3117	25	3125
02	3102	10	3110	18	3118	26	3126
03	3103	11	3111	19	3119	27	3127
04	3104	12	3112	20	3120	28	3128
05	3105	13	3113	21	3121	29	3129
06	3106	14	3114	22	3122	30	3130
07	3107	15	3115	23	3123	31	3131
08	3108	16	3116	24	3124	32	3999

This is a default screen shot of a v3.50 SL1100 system. Prior to v3.50 you would need to assign the pilot numbers to each group that is to be used. In this example we will be using group **2** for the IVR which has the pilot number of **3102**. (Note: In this example InMail has been auto detected and assigned to department Group 32 and assigned the pilot number of 3999.)

**16-01: Department Group Basic Setup**

Department Group (1~32)

01 - Name

02 - Calling Cycle

03 - Routing When Busy

04 - Hunting Mode

05 - All Ring Mode Operation

Next, 16-01 department group 2 was optionally named "IVR DeptGrp". All other settings were left default so that Priority Routing would be used (16-01-02) to hunt from one member to the next, in order of priority, and hunting mode (16-01-04) was left at stop at last member so the hunting would stop once it reaches the last member of this group.

**16-02: Department Group Assignment for Extensions**

ICM Extension	Department Group	Priority Order	ICM Extension	Department Group	Priority Order
101	1	1	109	2	1
102	1	2	110	2	2
103	1	3	111	2	3
104	1	4	112	2	4
105	1	5	113	1	13
106	1	6	114	1	14
107	1	7	115	1	15
108	1	8	116	1	16

Finally in program 16-02 Extensions: 109, 110, 111, and 112 are assigned to department group 2, and the priority order has been changed so that 109 = priority 1, 110 = priority 2, 111 = priority 3 and 112 is priority 4.  
***Once these changes have been applied and uploaded you must exit programming before the system will use them.***

**Example 2 Circular Routing:**

In this example department group 3 will be used for the sales department, with extensions 105, 106, 107. This group will be set up for circular routing so that new calls to the pilot number will start at the next available member instead of always starting at the first member:

**11-07: Department Group Pilot Numbers**

Department Group	Pilot	Department Group	Pilot	Department Group	Pilot	Department Group	Pilot
01	3101	09	3109	17	3117	25	3125
02	3102	10	3110	18	3118	26	3126
03	3103	11	3111	19	3119	27	3127
04	3104	12	3112	20	3120	28	3128
05	3105	13	3113	21	3121	29	3129
06	3106	14	3114	22	3122	30	3130
07	3107	15	3115	23	3123	31	3131
08	3108	16	3116	24	3124	32	3999

In this example we will be using group 3 for the sales department which has the pilot number of **3103**.

**16-01: Department Group Basic Setup**

Department Group (1~32)

01 - Name

02 - Calling Cycle

03 - Routing When Busy

04 - Hunting Mode

In this example Group 3 is named "Sales" in 16-01-01 and the calling cycle in 16-01-02 is set to Circular so that the incoming call can start at the next idle member, and not the first member. The Hunting Mode in 16-01-04 is also set to circular so that once the hunting has reached the last member, it can continue to cycle through all the members.



**16-02: Department Group Assignment for Extensions**

ICM Extension	Department Group	Priority Order	ICM Extension	Department Group	Priority Order
101	1	1	109	2	1
102	1	2	110	2	2
103	1	3	111	2	3
104	1	4	112	2	4
105	3	1	113	1	13
106	3	2	114	1	14
107	3	3	115	1	15
108	1	8	116	1	16

Finally in program 16-02 Extensions: 105, 106 and 107 are assigned to department group 3.

*Once these changes have been applied and uploaded you must exit programming before the system will use them.*

**Operation:**

**To call a department group:**

1. Go off-hook.
2. Dial department extension number.