Setting up Groups

Santiago Garcia - 2025-08-21 - General

Setting up Groups

When you set up a Group, only that group, with those numbers specified, can transfer calls between each other.

For example, the Support team might not be able to forward calls to the Sales team.

1. Go to the Switchboard.

2. Select the numbers you want to be in the same Group.

3. Go to Profile > Number Settings.

4. Specify the Group name for those numbers, eg Support.

5. Click Save to update settings.