

## Catalog - Departments

Under Catalog - Catalog - Departments you can search for existing departments in your catalog.

You can search for match in all department fields (Name, Description, Manager and Services). If you have access to more than one Organisation, you can choose organisation in a dropdown list.

### Department details

Click on a department name (in the Department search result) to see details for the department.

From the Department Details page you can:

1. Click on **Show contacts in department** to see all contacts registered.

Home Page » Catalog » Catalog » 519 - CCO: IT Operations » List of Contacts in 519 - CCO: IT Operations

## List of Contacts in 519 - CCO: IT Operations ?

[Export a list of contacts](#) Filter:

<input type="checkbox"/>	Name	Email	Phone	Mobile	Title
<input type="checkbox"/>	B...	...	...	...	
<input type="checkbox"/>	E...	...	...	...	IT Security Manager
<input type="checkbox"/>	I...	...	...	...	Systems Administrator
<input type="checkbox"/>	C...	...	...	...	Systems Engineer
<input type="checkbox"/>	C...	...	...	...	IT Operations Manager
<input type="checkbox"/>	Y...	...	...	...	Systems Engineer

In this List of contacts you can click on a contacts calendar icon to see the contacts calendar, or click on the contacts name to see the contacts details. If you want to export a selection of the contacts, select the relevant contacts and click Export a list of contacts.

2. Click on **Export all contacts** in department.
3. Click on **Edit department** to edit information about the department.

Home Page » Catalog » Catalog » 519 - CCO: IT Operations » Edit Department

## Edit Department – 519 - CCO: IT Operations

Name:

Description:

Under:

Reception:

Manager:

Opening Hours:

Telephone Hours:

Services:

Invoice Node:

Contacts: [Show contacts in this department](#) [Export a list of all contacts in this department](#)

Only Name is required for a Department. If this department should be a sub-department under another department, please select which department this department should be *Under*.

### Export contacts

If you want to export all contacts in a department, click Export a list of all contacts in this department on the Department

Details page.

If you want to export a selection of contacts within the chosen department, click Show contacts in this department, and then tick the checkbox next to the contacts you want to export from the list, and then click Export a list of contacts.

In the Export details window you can choose the format of your export (Excel or CSV) and which fields that should appear in the exported list.

**Export details**

Format:

Configure the export by choosing which fields will be exported to which columns. Add or remove fields from this export file by using the Addition and Garbage bin buttons. The leftmost column is 1.

[Load default setup](#) [Load last saved setup](#)

Field	Column index	
External catalog ID	1	
Absence management	3	
First name	4	
Last name	5	
Title	7	
Email	8	
Phone	9	
Mobile phone	10	
Fax	11	
Description	12	
Department	15	
Alternative contact	22	

Export fields

[Save current setup](#)

Your solutions default export fields are shown in the Field column, but you can also load the last saved field setup (from one of your previous exports) if you prefer that. You can add a field to the export by clicking the + button at the bottom of the window, and you can delete one by clicking on the garbage bin icon. Please note that the default fields vary depending on how your catalog is configured.

In the Column Index column, you can configure in which order the fields should appear in the export. The value for the first column to appear is 1.

If you for want a space between columns, you can do so by skipping a column index number. In this example we have not defined a column index 6 for any field. This means that in your exported list there will be an empty column after the 5th column.

You can at any time store your current export setup in order to load it again at a later time. In this way you will next time have the choice to export with your solutions default setup or the setup you last saved.

## Creating a new department

▶ Contacts ?

▼ Departments ?

Enter search query

Name	Opening Hours	Address	Email	Fax	Telephone
------	---------------	---------	-------	-----	-----------

Click the Add Department button under accordion Departments to add a new department.

The screenshot shows a web form titled "Add department" with a breadcrumb trail: "Home Page » Catalog » Catalog » Add department". The form contains the following fields and controls:

- Name:** A text input field.
- Description:** A large text area.
- Under:** A dropdown menu with "10001" selected, and a secondary dropdown showing "10001 Intelecom NO".
- Opening Hours:** A text area.
- Telephone Hours:** A text area.
- Services:** A text area.
- Invoice Node:** A text input field.
- Buttons:** "Save Changes" and "Undo Changes" (with a circular arrow icon).

The only mandatory field is Name.

If your catalog has more than one Organisation, you can choose Organisation in the Under field.

If you want to make this new Department a sub-department, you have to configure this afterwards by editing the department.