WESTCOAST CLOUD VOICE
powered by **Blueface**

CREATING GROUPS

Version 1 – updated: Monday, March 9th, 2020

CREATING GROUPS

Use groups to gather multiple users together based on variables such as their role, department, project team, etc. Groups can be linked to multiple callflows and refined group call reports are made available.

EXAMPLE

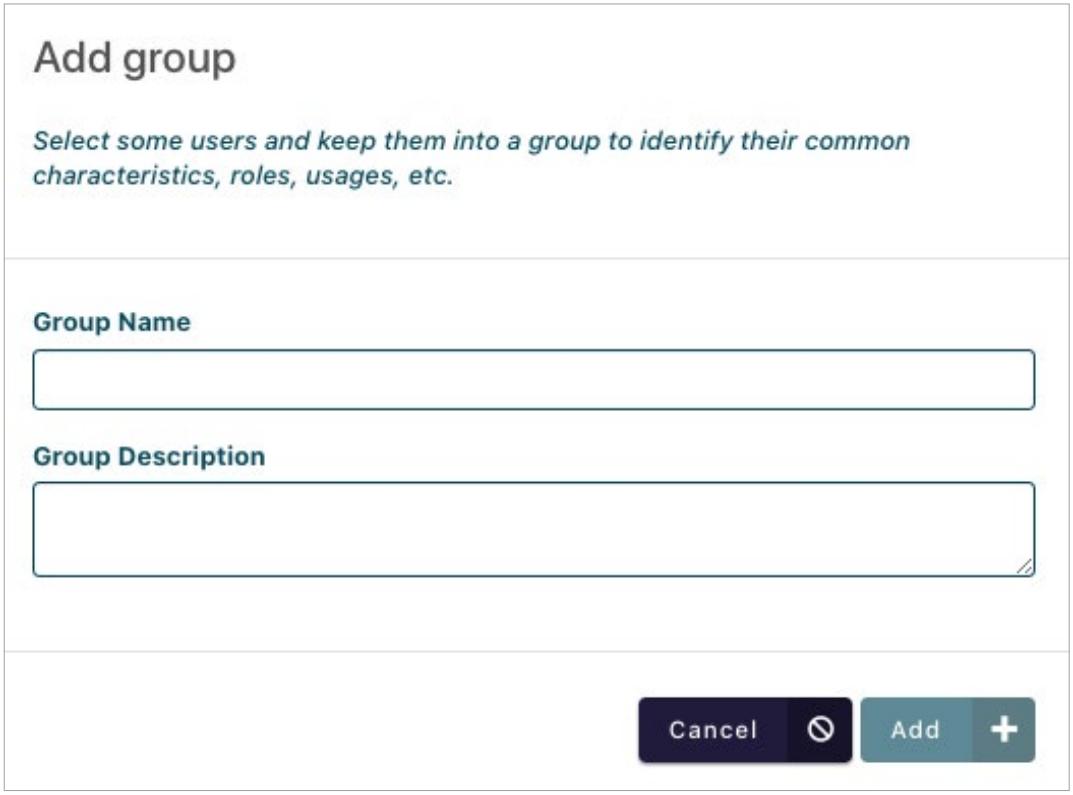
Businesses can create a callflow that connects a number to every user in a group when called. The most common use of this feature is for sales or support teams.

Group Monitors is a permission level that allows nominated users to view their group's user details such as call history, contacts, voicemails and call recordings.

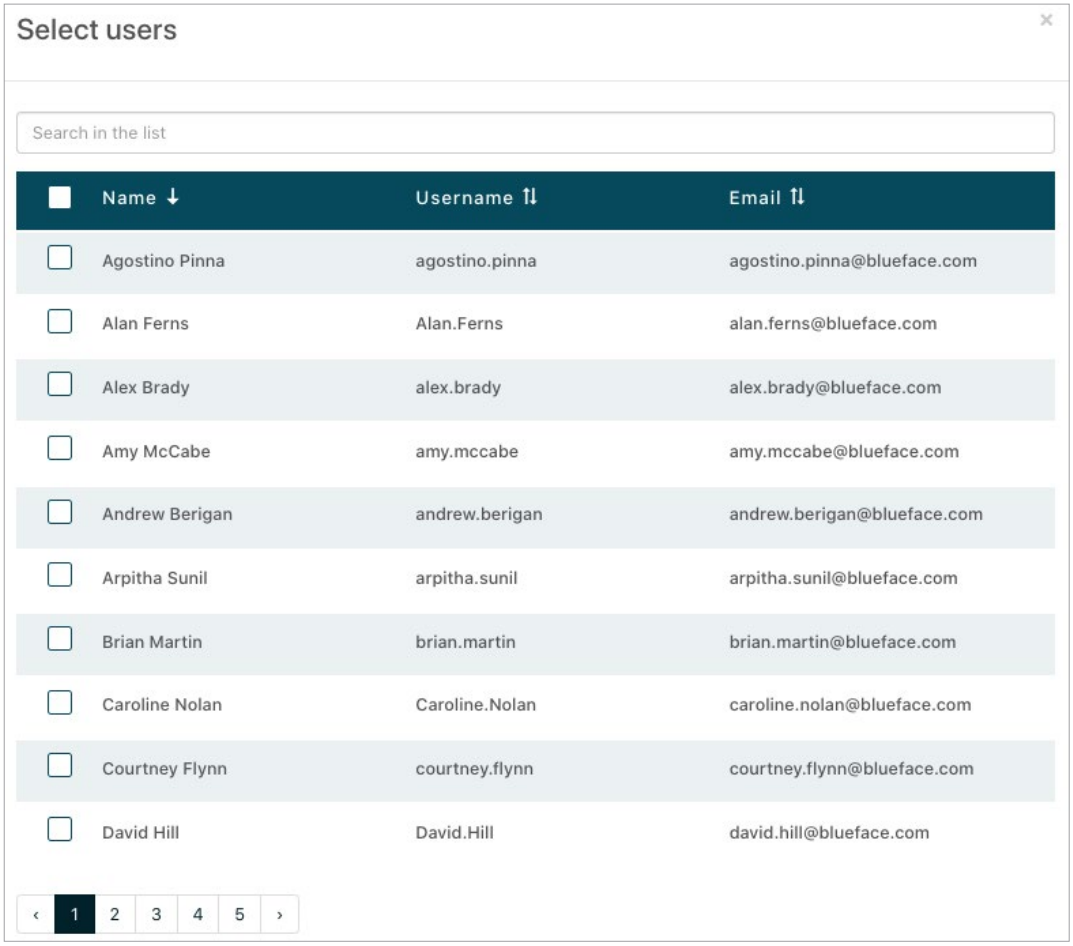
CREATING A GROUP

Groups can be found in the People section, followed by the Groups submenu. To create a group, click on the **'Add Group +'** button.

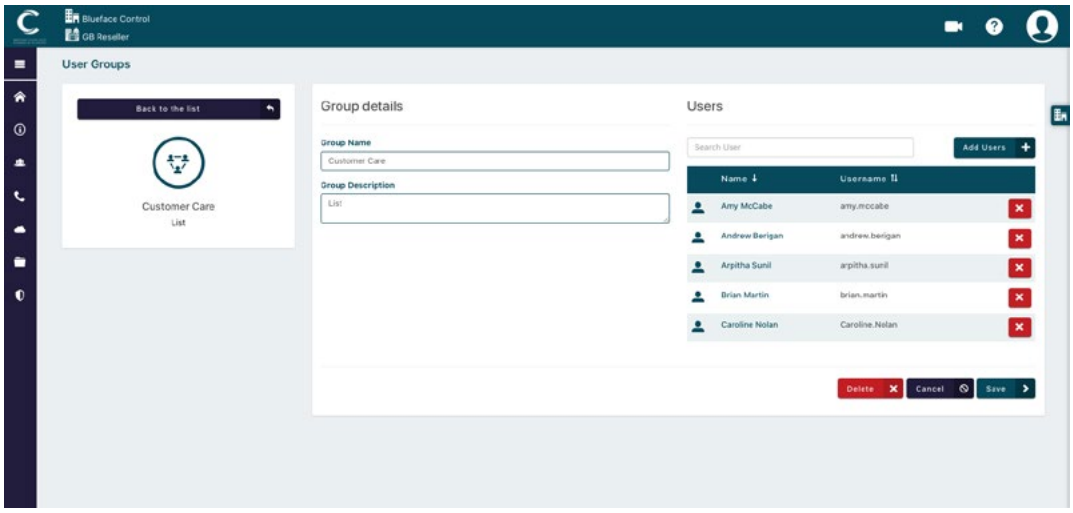
A Give the group an applicable name and description, then click the **'Add +'** button to create this user group and you will navigate to the Edit Group section.



B Select the **'Add Users +'** button, which displays the **Select Users** window.



C Check the boxes left of the usernames and click the **'Select'** button to review additions.



D Once you are satisfied, click **'Save >'** in the bottom-right-hand corner of the window to confirm.

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USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email: **admin@westcoastcloud.co.uk**

For sales info: **voice@westcoastcloud.co.uk**, or support: **support@westcoastcloud.co.uk**