



WESTCOAST CLOUD VOICE
powered by Blueface



CREATING GROUPS

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.

Add group

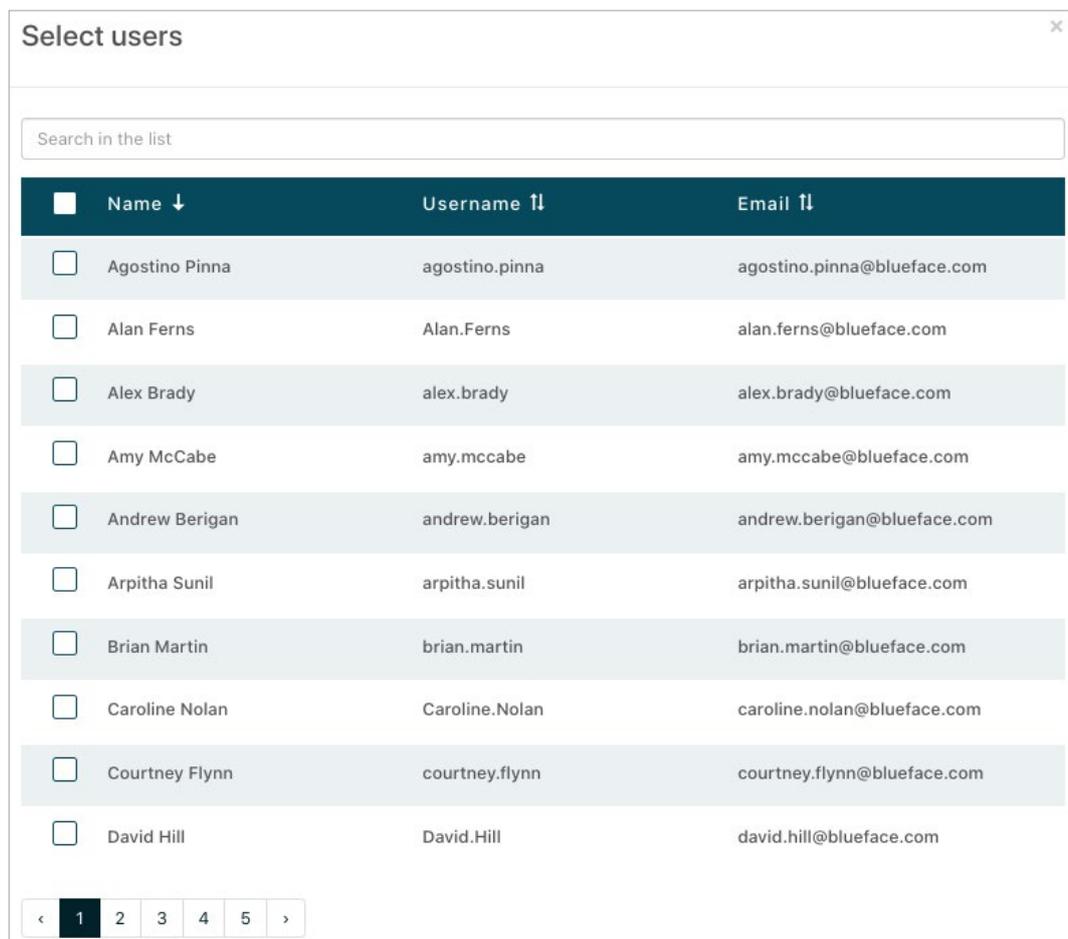
Select some users and keep them into a group to identify their common characteristics, roles, usages, etc.

Group Name

Group Description

Cancel ⊘ Add +

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

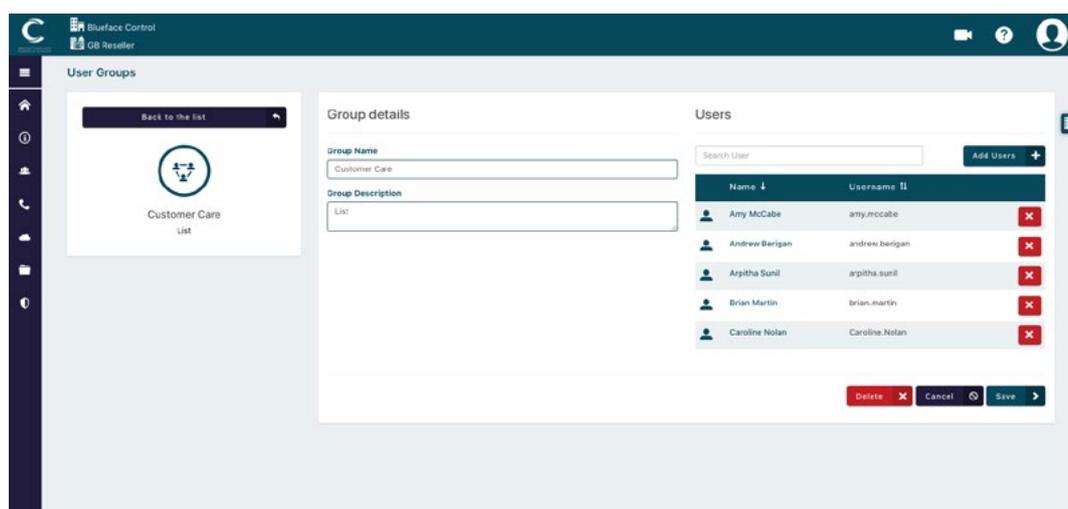


The 'Select users' window displays a search bar at the top with the placeholder text 'Search in the list'. Below the search bar is a table with three columns: 'Name', 'Username', and 'Email'. Each row represents a user and includes a checkbox in the 'Name' column. The users listed are:

<input type="checkbox"/>	Name ↓	Username ↑↓	Email ↑↓
<input type="checkbox"/>	Agostino Pinna	agostino.pinna	agostino.pinna@blueface.com
<input type="checkbox"/>	Alan Ferns	Alan.Ferns	alan.ferns@blueface.com
<input type="checkbox"/>	Alex Brady	alex.brady	alex.brady@blueface.com
<input type="checkbox"/>	Amy McCabe	amy.mccabe	amy.mccabe@blueface.com
<input type="checkbox"/>	Andrew Berigan	andrew.berigan	andrew.berigan@blueface.com
<input type="checkbox"/>	Arpitha Sunil	arpitha.sunil	arpitha.sunil@blueface.com
<input type="checkbox"/>	Brian Martin	brian.martin	brian.martin@blueface.com
<input type="checkbox"/>	Caroline Nolan	Caroline.Nolan	caroline.nolan@blueface.com
<input type="checkbox"/>	Courtney Flynn	courtney.flynn	courtney.flynn@blueface.com
<input type="checkbox"/>	David Hill	David.Hill	david.hill@blueface.com

At the bottom of the window, there is a pagination control showing page 1 of 5, with arrows for navigation.

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



The screenshot shows the Blueface Control interface. On the left, there is a sidebar with a 'Customer Care List' section. The main area is divided into 'Group details' and 'Users'. The 'Group details' section has fields for 'Group Name' (containing 'Customer Care') and 'Group Description' (containing 'List'). The 'Users' section has a search bar and an 'Add Users +' button. Below the search bar is a table with three columns: 'Name', 'Username', and a red 'X' icon. The users listed are:

Name ↓	Username ↑↓	
Amy McCabe	amy.mccabe	X
Andrew Berigan	andrew.berigan	X
Arpitha Sunil	arpitha.sunil	X
Brian Martin	brian.martin	X
Caroline Nolan	Caroline.Nolan	X

At the bottom right of the 'Users' section, there are buttons for 'Delete', 'Cancel', and 'Save >'.

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



WESTCOAST CLOUD VOICE
powered by **Blueface**

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**