



Team

DOCUMENTATION · GETTING STARTED

Add your staff and departments

Put everyone who works for you on one list — with a phone or without — and group them into the departments your callers, reports and payroll already think in.

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filantis.com/docs/add-staff-and-departments/

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At a glance

- **Everyone goes on one list** — the same person on the phone system, the attendance sheet and the payroll.
- **A phone is optional.** Someone with no extension uses none of your plan’s extensions.
- **Signing in is optional too**, and separate from the phone.
- **A department is a team** — and, on the phone system, one destination that rings all of it.
- **Only a name is required.** Fill in the rest as you learn it.

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1 Who needs what

Filantis keeps three things about a person apart, so you switch on only what each one needs:



The person
Name, designation,
department. Always there.

+



A phone number
An extension with
voicemail. Optional.

+



A sign-in
A login name and
password for the panel.
Optional.

THIS PERSON...	PHONE NUMBER	WEB SIGN- IN	FOR EXAMPLE
Takes calls and uses the panel	✓	✓	Receptionist, manager, accountant
Takes calls only	✓	–	A workshop or kitchen handset user

THIS PERSON...	PHONE NUMBER	WEB SIGN- IN	FOR EXAMPLE
Uses the panel only			A bookkeeper who never answers the phone
Neither — on the register			Housekeeper, porter, driver, night watchman

The page is titled with **your own word** for your people — Staff, Team, Colleagues, Associates, Employees, Agents or Members — chosen when you finished setting up. This guide says “employees”.

2 Add a person

You need the **admin** role.

- 1 Open **Office** → **Employees** and click **Add an employee**.
- 2 Type their **Display Name** — the only box you must fill.
- 3 Add an **Email** and **Phone** if they have them. Neither is required: a porter or a watchman needs no work email.
- 4 Under **Staff details**, give a **Designation** — “Housekeeping supervisor” — and choose a **Department** if you have made one.
- 5 Decide the two switches at the top — a phone number and a sign-in — covered in the next two sections.
- 6 Save. They appear on the list at once.

Add New Employee

☒ Assign a phone number

Extension number

104

Display Name

Priya Sharma

Next available: 104

☒ Can sign in to this web interface

Designation

Front office manager

Department

Front Desk

Cancel

Add employee

3 Give them a phone

The switch **Assign a phone number** is on when the form opens. Leave it on for anyone who will make or take calls.

- **Extension number** is filled in with the next free one. Keep it, or type another inside the range shown beneath the box.
- **Enable voicemail** is ticked, so missed callers can leave a message.
- **Do not disturb** is there for someone who should start with calls held back.

Turn the switch **off** for someone who does not need a phone. They are still on the register for attendance and payroll, and they do not use up an extension.

The free Mini size has **10 extensions**; every paid size — Small, Medium and Large — has **no limit**. An extension can be assigned to any person, room or location, and one extension can ring a desk phone, the Windows app and the Android app at the same time. More on numbering in [Extensions and numbering](#).

An extension by itself does not ring anything — a device has to sign in to it. Each desk phone, app and browser gets its own password, listed under **Devices** afterwards. The quickest first test is the dial pad in the browser: see [Make your first call](#).

4 Let them sign in

The switch **Can sign in to this web interface** is separate from the phone. Turning it off does not affect any handset the person has.

- 1 Leave the switch on for anyone who will open Filantis in a browser.
- 2 Type a **Login name** — *dana.o* — or leave it blank and one is built from their name.
- 3 Set a **Password** and confirm it, then tell them both. If you gave an email, they can sign in with that as well.
- 4 Choose the **Role**: **User** for most people, **Admin** for someone who should manage the workspace with you.

ADMIN

Runs the workspace

Adds people, changes settings, sees the subscription and the bill.

USER

Does their job

Their own phone, voicemail and the pages their work needs.

Someone who will never sign in gets no password at all — which is the right answer for most of a kitchen or a housekeeping team.

5 Create your departments

A department is a team — Front Desk, Kitchen, Accounts. You may have typed your first ones on the **Finish setting up** form; add the rest here.

- 1 Open **Office** → **Departments** and click **Add Department**.
- 2 Type the **Name** and, if you like, a **Description**.
- 3 Pick a **Color** and an **Icon** to mark it on reports and wall boards.
- 4 Choose the **Manager Extension** — the person responsible for the team. They need an extension first, so add them as an employee before the department.
- 5 Tick **Enable Department Voicemail** if callers should be able to leave the team a message, then create it.

The free Mini size has **1 department**; every paid size has **no limit on departments**.

A department has no extension of its own. You send calls to it by choosing it — in a call menu, a forwarding rule or an incoming-number route — and Filantis rings its members. [Departments and ring_groups](#) covers that side in full.

6 Put people in departments

There are two ways, and they do the same thing:



As you add the person

Choose a **Department** under **Staff details** on the Add form.



From the Departments page

Find the person in the list under the departments, pick one in **Assign** and click **Add**.

1

Add employees

Priya 104 · Arjun 105 · Meera 109



2

Create "Reservations"

Manager: Priya, 104



3

Assign the three

On the form or the
Departments page



4

A team that rings

Route a call to
Reservations — all
three ring

People first, then the team. The manager has to exist before the department does.

7 When someone changes or leaves

- **A new name, role or phone** — click the pencil on their row, change it and save.
- **A new department** — on **Office** → **Departments**, open the department's **Assign** button to take them out of one team and add them to the other. Calls to the old department stop reaching them; no route needs updating.
- **A new password** — type one in **Password** on the edit form. Leave it blank to keep the current one.
- **They no longer need a phone** — free the extension on **Phone & Extensions** → **Extensions**. The person stays on the register and the number goes back in the pool.
- **They leave** — free their extension first if you want to reuse it straight away, then remove them from **Employees**.

The bin on **Extensions** frees a number. The bin on **Employees** removes the person. They are different buttons on different pages on purpose.

8 Questions

- **Do people without a phone count against my plan?**

No. Someone added without a phone number has no extension, so they use none of the 10 that the free Mini size includes. Paid sizes have no extension limit at all.

- **Does everyone need an email address?**

No. Email is optional. Someone who signs in can use a login name instead, and someone who never signs in needs neither.

- **Can a person be in more than one department?**

Yes, where your workspace allows multiple membership: the **Assign** list on the Departments page offers every department the person is not already in. Someone who covers two teams then rings with both.

- **Can I add a department before I have any staff?**

You already have one person — yourself, with the extension you were given when the workspace was built. Make yourself the manager for now and change it when the real one is added.

- **I am not “staff” — we say “team”.**

Change the word on **Tune up** → **Appearance**. Page titles, buttons and reports follow.

One list of people, used everywhere

The receptionist you add today is the same person on the phone system, the attendance reader, the payslip and the till. You enter them once — and never pay per head for it.

No per-user price

Sizes are priced by calls, not people.

Phone optional

Register everyone; number only who needs it.

Teams that ring

A department is a ring group by default.

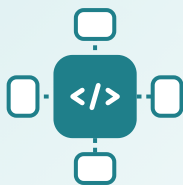
Create my free workspace

See Filantis for offices

What to do next

Your people have extensions — now hear one ring. Follow [Make your first call](#), then read [Departments and ring groups](#) to send callers to a whole team.

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