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DOCUMENTATION · PHONE SYSTEM

Departments and ring groups

Put the people who answer the same calls into a department, and one route rings all of them — whoever joins or leaves.

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filantis.com/docs/ring-groups/

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At a glance

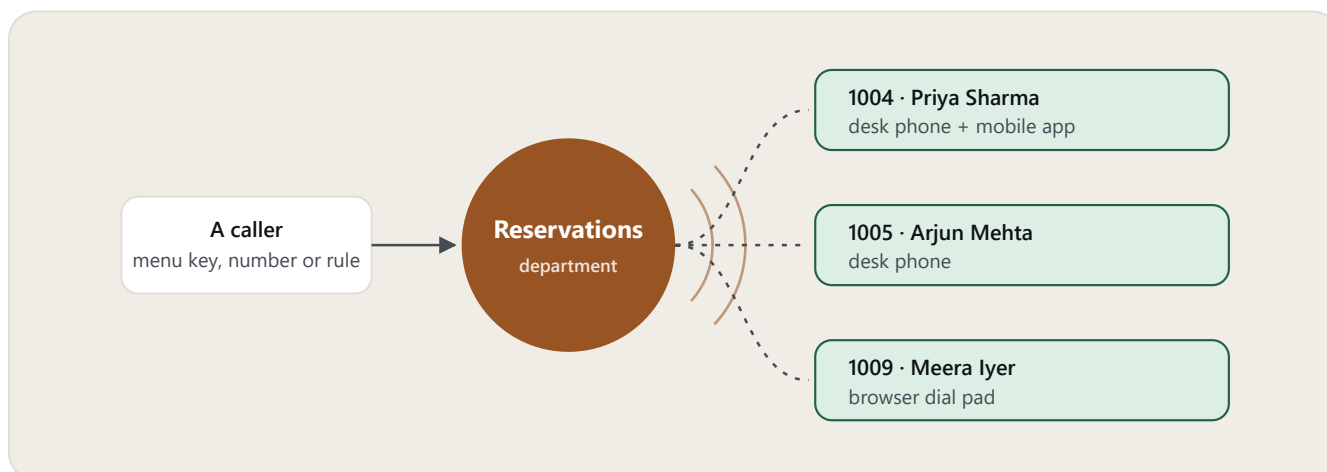
- **A department is your ring group.** Send a call to it and every member's phones ring together.
- **Departments have no extension.** You pick them by name — in a call menu, a phone-number route or a forwarding rule.
- **Routes follow the people.** Add someone to Reservations and they start taking its calls; nothing else changes.
- **A department can have its own mailbox,** so a message left for “Accounts” is there for the whole team.
- **Need a ring order?** Ring a department from a call menu to choose round robin, longest idle or fewest calls.

On this page:

1. [What a department does](#)
2. [Create a department](#)
3. [Add people](#)
4. [Send calls to it](#)
5. [Choose who rings first](#)
6. [A shared mailbox](#)
7. [Questions](#)

1 What a department does

A department is a group of people who share work — Reservations, Kitchen, Accounts. It is a fact about your organisation first: attendance, payroll and reports use it too. On the phone system it becomes a **ring group**: one destination that rings everyone in it.



All ring together. The first person to answer takes the call; the others stop ringing.

Because a department is chosen by name and not dialled, it uses none of your extension numbers — and nobody has to update a route when the team changes.

2 Create a department

- 1 Open **Office** → **Departments** and click **Add New**.
- 2 Type the **Name** and, if you like, a **Description**.
- 3 Pick a **Color** and an **Icon** — they mark the department on reports and wall boards.
- 4 Choose the **Manager Extension**: the person responsible for the team.
- 5 Tick **Enable Department Voicemail** if callers should be able to leave the team a message.

Add New Department

Name

Reservations

Your business may call these teams, floors or shifts — the page uses your word.

Manager Extension

1004 — Priya Sharma

☒ Enable Department Voicemail

Cancel

Save

The free Mini size has **1 department**. Every paid size — Small, Medium and Large — has **no limit on departments**.

3 Add people

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

- **One person at a time** — under **Assign** on the Departments page, every employee is listed with their extension. Pick a department beside their name and click **Add**.
- **A whole team at once** — click the **people** button on a department's row. The page lists its **Current** members beside everyone **Available**; move people between the two.

Only people with an extension ring. A housekeeper without a phone can still be in Housekeeping for attendance and payroll — they simply do not take its calls. Give them an extension on **Phone & Extensions** → **Extensions** when they need one. See [Extensions and numbering](#).

4 Send calls to it

Wherever Filantis asks for a destination, **Department** is one of the choices:



A phone number

On **Trunks**, point a number — or the whole line — at the department.



A call menu

A key, the **Ring to Department** step, or an after-hours destination.



A forwarding rule

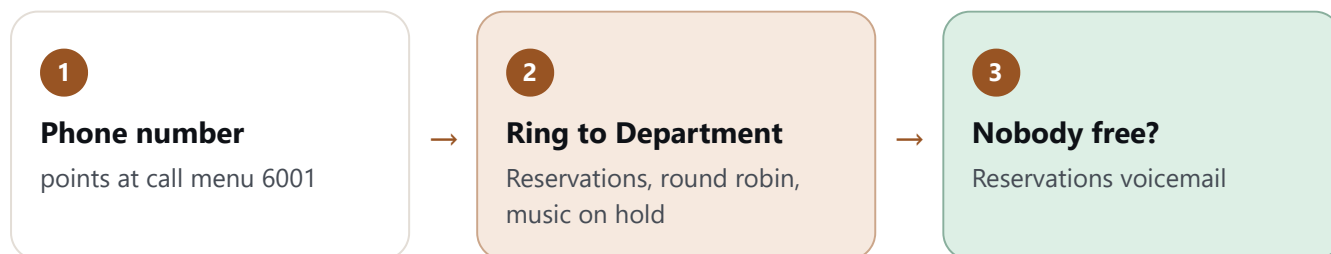
On an extension's **Call Transfer**: “when I’m Away, ring my team”.



A dial route

On **Call Control** → **Dial Routes**, send a dialled pattern to the team.

A department called directly rings **every member together for up to 45 seconds**. If nobody answers, the caller goes to the department's [shared mailbox](#) when it has one; otherwise the call ends. For customer lines, ring the department from a [call menu](#), which adds music on hold, a ring order and a destination of your choice for when nobody is free.



The customer-line recipe: a menu in front of the department.

5 Choose who rings first

When a call menu rings departments, its **Ring Strategy** decides the order. Here is what each does to a three-person team:

RING ALL
Everyone at once
 All phones ring; the first to answer wins. Fastest pickup.

1004 1005 1009

ROUND ROBIN
Take turns
 One at a time, moving along the team, so calls are shared out.

1004 1005 1009

LONGEST IDLE
Freshest first
 Whoever has waited longest since their last call.

1004 1005 1009

FEWEST CALLS
Least busy first
 Whoever has taken the fewest calls so far.

1004 1005 1009

The same step sets **Ring Time** (per try), **Max Wait Time** (the longest a caller waits) and **Music on Hold**. A call menu can ring several departments as one team — useful when two small teams cover for each other.

6 A shared mailbox

With **Enable Department Voicemail** ticked, the department has a mailbox of its own. A call to the department that nobody answers ends up there automatically, and you can send callers straight to it with the **Department Voicemail** destination — the usual choice for after hours.

To listen, click the **voicemail** button on the department's row on **Office → Departments**. Messages are listed by day, with who called, how long they spoke, and whether anyone has listened yet.

A department mailbox is reached through routes and menus only — it has no number, so nobody can dial into it by mistake. For personal mailboxes see [Voicemail and greetings](#).

7 Questions

– What happened to department extension numbers?

Departments used to take a number from your plan. They no longer do: you choose a department by name, so the number could not drift out of step with the team. The range stays reserved in **Settings → Extension Scheme**.

- **Does a person on a call still ring?**

Yes — a department rings every member, so someone already on a call hears it as call waiting if their phone allows it. Use a call menu with **Round Robin** or **Longest Idle** to spread calls instead.

- **Can someone out of the office take the team's calls?**

Yes. Install the [mobile app](#) on their extension and their phone rings with the rest of the team, wherever they are.

- **If I delete a department, what happens to its people?**

They stay employees with their extensions. Any route that pointed at the department needs a new destination, so change those first.

Your team, organised once

The department that rings for reservations is the same one on the attendance sheet, the payroll and the wall board — set it up once and every part of Filantis uses it.

People first

Staff, departments and extensions in one register.

Fair shares

Round robin and fewest-calls spread the work.

No lost calls

Shared mailboxes catch what nobody could take.

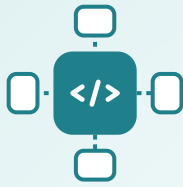
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What to do next

Put a greeting in front of your teams in [Build a call menu \(IVR\)](#), and bring your phone numbers in with [Connect your carrier](#).

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Questions? hello@filantis.com



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