Call Pickup Group Deletions

This chapter provides information to delete call pickup groups by creating a query to locate the pickup group records you want to delete.

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Delete Call Pickup Groups

You can use BAT to delete call pickup groups.

Procedure

Step 1 Choose **Bulk Administration** > **Call Pickup Group** > **Delete Call Pickup Groups**
The **Find and List Call Pickup Groups** window displays.

Step 2 In first Find **Call Pickup Groups where** drop-down list box, choose from the following options:

- Pickup Group Number
- Pickup Group Name
- Partition

Step 3 From the second **Find Call Pickup Groups where** drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 4 Specify the appropriate search text, if applicable, and click **Find**.

To add multiple filters, check the Search Within Results check box and select, AND or OR. To further define your query, repeat Step 2, on page 1 through Step 4, on page 1.

Step 5 In the **Job Information** area, enter the Job description.

Step 6 Choose a delete method. Do one of the following:

a) Click **Run Immediately** to delete pickup groups immediately.

b) Click **Run Later** to delete pickup groups at a later time.

Step 7   Click **Submit** to create a job for deleting pickup groups.

> **Note**   If you do not enter any information in the query text box, the system creates a job for deleting all pickup group records.

> **Caution**   Confirm that you want to delete all the pickup groups displayed in the result set by browsing the entire set of results, before submitting a job for deleting call pickup groups.

Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files

Manage Scheduled Jobs