

HUNT GROUPS

Administrators may have access to manage the Advanced Hunt Group service setup for one or more locations or groups in the enterprise. This service allows the system to utilize lines efficiently and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call automatically rolls to the next number, as defined by the policies and user assignments setup for the Hunt Group.

Set Up

1. Sign into the **Voice Services Portal** website as an Administrator.
2. Click on the **Locations** menu option to review the current Group/Location list.
3. Click the **Edit** icon adjacent to the correct Group/Location to review all of its settings.
4. Click on the drop-down arrow under *View/Edit* adjacent to **Advanced Hunting**.
5. Define or select the following settings and options, as needed:

- ❖ **Name:** Enter a name that displays in lists.
- ❖ **Calling Line ID (First/Last):** Enter the Caller ID name.
- ❖ **Hunt Style:** Select a hunt style from the drop-down menu options.
- ❖ **Allow Call Waiting:** Click to **Enable** / **Disable**.
- ❖ **Highlight and use arrows to move Available Users to/from Selected User Order and/or Directory Number Hunting.**

Note: When a user is assigned to Directory Number Hunting and the user receives a call, the call is presented to the user first. If this Directory Number user is busy or unavailable, the service then applies the Hunt Style policy that has been configured for the Hunt Group. If a number is included in the Directory Number Hunting field, it essentially becomes a pilot number for the Hunt Group if busy or not answered.

- ❖ **Department:** Select the appropriate department from the drop-down selection list.
 - ❖ **Time Zone:** Select the appropriate time zone for the group/location.
 - ❖ **Allow Members to control Group Busy:** Click to **Enable** / **Disable**.
 - ❖ **Enable Group Busy:** Click to **Enable** / **Disable**.
 - ❖ **Apply Group Busy When Terminating Call To Agent:** Click to **Enable** / **Disable**.
 - ❖ **Skip to next agent after x rings:** Click to **Disable** / **Enable** and select the amount of rings.
 - ❖ **Forward call after waiting x seconds:** Click to **Disable** / **Enable** and select the amount of seconds.
 - ❖ **Enable Call Forwarding Not Reachable:** Click to **Enable** / **Disable**.
 - ❖ **Calls forward to:** Enter the 10-digit phone number/SIP URI.
 - ❖ **Make Hunt Group busy when all agents are not reachable:** Click to **Enable** / **Disable**.
 - ❖ **Use system default CLID:** Click to **Enable** / **Disable**.
 - ❖ **Customize the CLID for this Hunt Group:** Click to **Enable** / **Disable**.
 - ❖ **Include the Hunt Group Name in the CLID:** Click to **Enable** / **Disable**.
6. Click the **Save** button to submit the new data for the Hunt Group and close the dialog.