



# OSSmosis 5 User Guide

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## *Hunt Groups*

## Hunt Groups

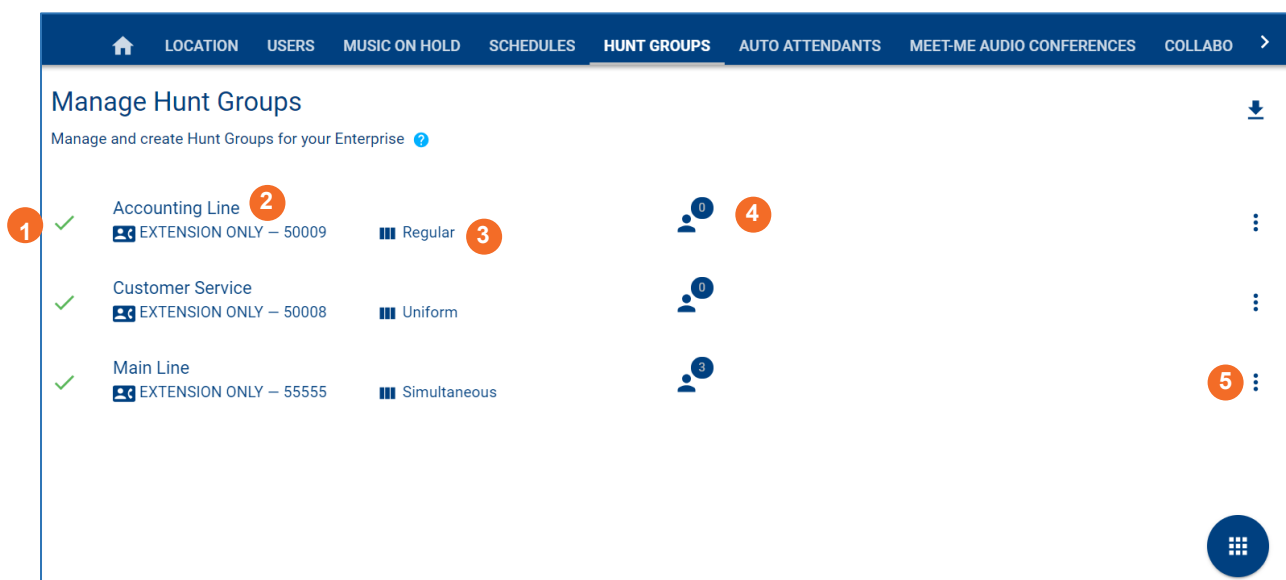
A hunt group distributes calls through a telephone number or extension to multiple users within an organization. Within the hunt group settings, administrators can control which line(s) will receive the incoming call and in what order.

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### Hunt Groups Landing Page

Select the location you wish to view and edit. Select “Telephony Setup” and “Hunt Groups” to display the Hunt Groups for that specific location.

The following information can be found on the Hunt Groups landing page:

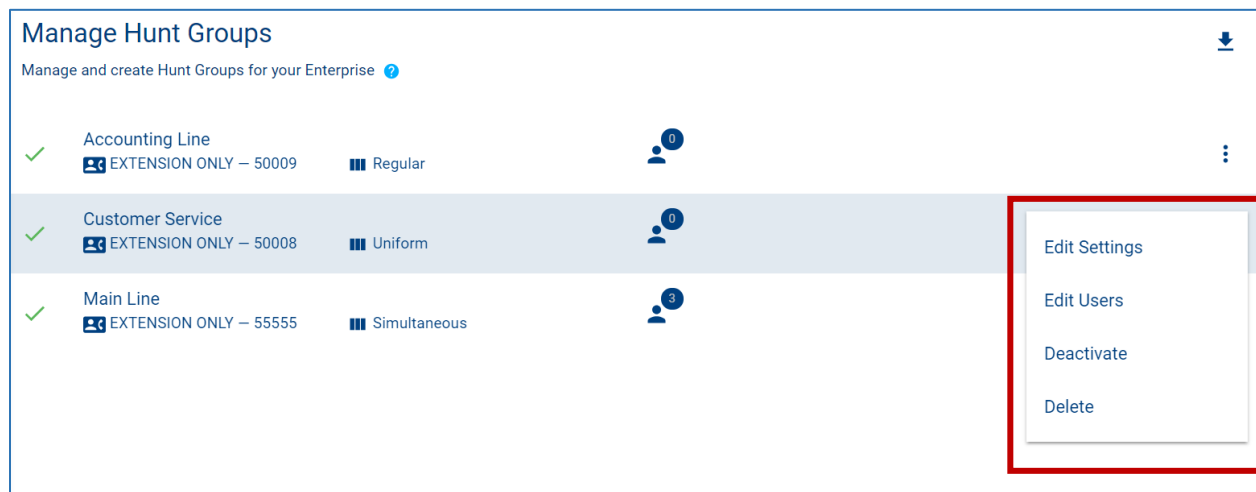


1. *Active/Inactive* – A green checkmark indicates the hunt group is currently active. A red X indicates the hunt group is currently inactive.
2. *Name, EXT and/or DID Assigned to the Hunt Group* – A hunt group may not have a DID assigned if it is extension only.
3. *Group Policy Assigned to the Hunt Group*
4. *Total Number of Users Assigned to the Hunt Group*
5. *Additional Options* – Selecting the Options icon allows administrators to manage the hunt group settings and users, and deactivate the hunt group.

## Edit Hunt Group Settings

To edit the hunt group, please select the  button.

Then select the option you want from the pop-up list.



The screenshot displays the 'Manage Hunt Groups' interface. At the top, it says 'Manage and create Hunt Groups for your Enterprise'. Below this, there is a table of hunt groups:

Name	Extension	Policy	Users	Options
Accounting Line	EXTENSION ONLY – 50009	Regular	0	⋮
Customer Service	EXTENSION ONLY – 50008	Uniform	0	⋮
Main Line	EXTENSION ONLY – 55555	Simultaneous	3	⋮

The 'Customer Service' row is highlighted, and a context menu is open over it, showing the following options: Edit Settings, Edit Users, Deactivate, and Delete. The context menu is highlighted with a red border in the original image.

“Edit Settings” enables administrators to manage the routing and general settings of the hunt group. The following settings can be edited within this page:

### Hunt Group Settings

Edit the settings for **Customer Service** ?

<p>Name <b>Customer Service</b></p> <p style="text-align: right; font-size: small;">16/30</p>	<p>Hunt Group ID <b>dct_hg-0001008239-6-11</b></p> <p style="text-align: right; font-size: small;">22/80</p>	<p>Group Policy <b>Uniform</b></p>
<p>Department <b>None</b></p>	<p>Time Zone <b>(GMT-04:00) (US) Eastern Time</b></p>	<p>Phone Number      Extension <b>None</b>      <b>50008</b></p>
<p>First Name (Calling Line ID) <b>Customer</b></p> <p style="text-align: right; font-size: small;">8/30</p>	<p>Last Name (Calling Line ID) <b>Service</b></p> <p style="text-align: right; font-size: small;">7/30</p>	<p>Language <b>English</b></p>

Alternate Numbers 📞

Enable Voicemail

1. *Hunt Group Name*
2. *Group Policy* – The group policy establishes how calls will be routed to the users assigned to the hunt group. Administrators can choose from the following group policies:
  - A. Circular – Calls are distributed to hunt group users in a round robin fashion, starting with the user where the last hunt ended.
  - B. Regular – Calls are distributed to users in a specific order, always starting with the same user.
  - C. Uniform – Calls are evenly distributed to users within the hunt group starting with the most idle user.
  - D. Simultaneous – Calls are distributed to all users within the hunt group at the same time.
  - E. Weighted – Calls are randomly distributed to users according to a configurable weight.
3. *Department* – Determine if the hunt group will apply to a specific department within the company. A Department is not a mandatory setting when creating a hunt group.
4. *Time Zone*
5. *Phone Number/Extension* – The phone number and/or extension that has been applied to the hunt group.
6. *First and Last Name Calling Line ID* – The calling line ID is what will be presented to the users when receiving a call from the hunt group.

7. *Language*
8. *Apply Alternate Numbers* – Allows customers to dial alternate numbers and still reach the hunt group.
9. *Allow Call Waiting to Agents* – Allows users to receive more than one hunt group call at a time.
10. Allow Member to control Group Busy
11. *Enable/Disable Group Busy* – When the policy is enabled, any incoming call to the hunt group triggers a busy treatment.
  - A. *Apply Group Busy When Terminating Call to Agent* – Calls made through a directory hunting number are not affected by Hunt Group Call Busy if enabled.

## No Answer Settings:

### No Answer Settings

Skip to next agent after

Rings  
1

Forward call after waiting \_\_\_\_\_ seconds  
0

Calls Forward to  
\*5550008

1. *Skip to next agent after (x) rings* – When applied, if the user does not pick up after the designated number of rings it will skip to the next user.
2. *Forward call after waiting (x) seconds/Forward to* – If a call is not answered within the designated time, the call will be forwarded to the DID, extension or voicemail entered. A voicemail is designated by putting \*55 before the extension. Example: \*558001

## Not Reachable Settings:

### Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to  
2165551212

Make Hunt Group busy when all available agents are not reachable

## Enable/Disable:

1. *Call Forwarding Not Reachable/Forward To* – If the hunt group becomes not reachable, the caller will be forwarded to the DID, extension or voicemail entered. A voicemail is designated by putting \*55 before the extension. Example: \*558001
2. *Make Hunt Group busy when all available agents are not reachable.*

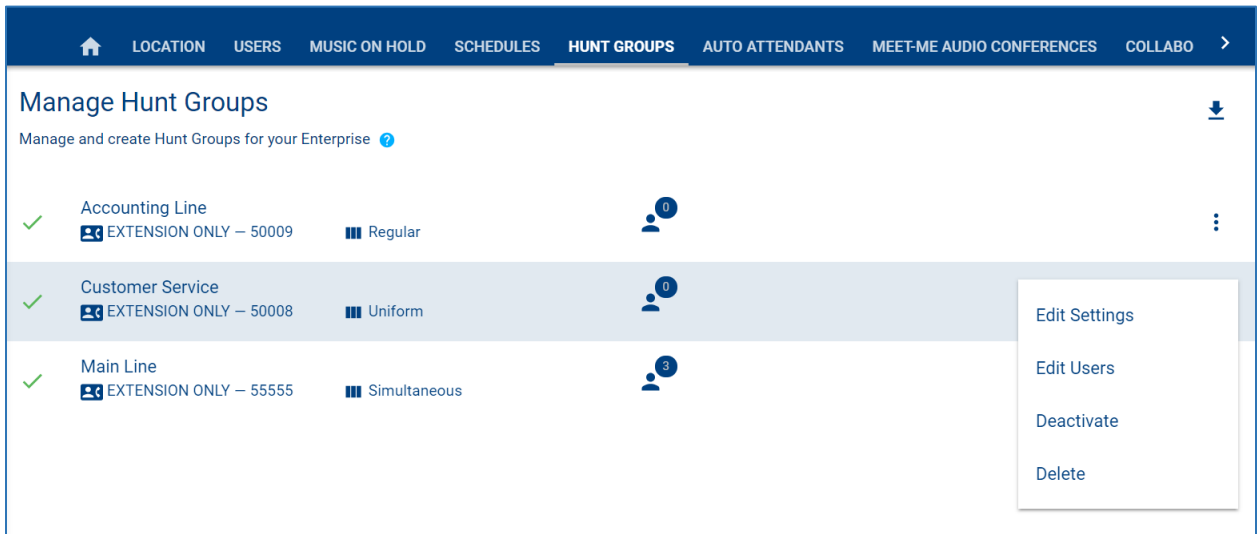
## Calling Line ID Settings:

### Calling Line ID Settings

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

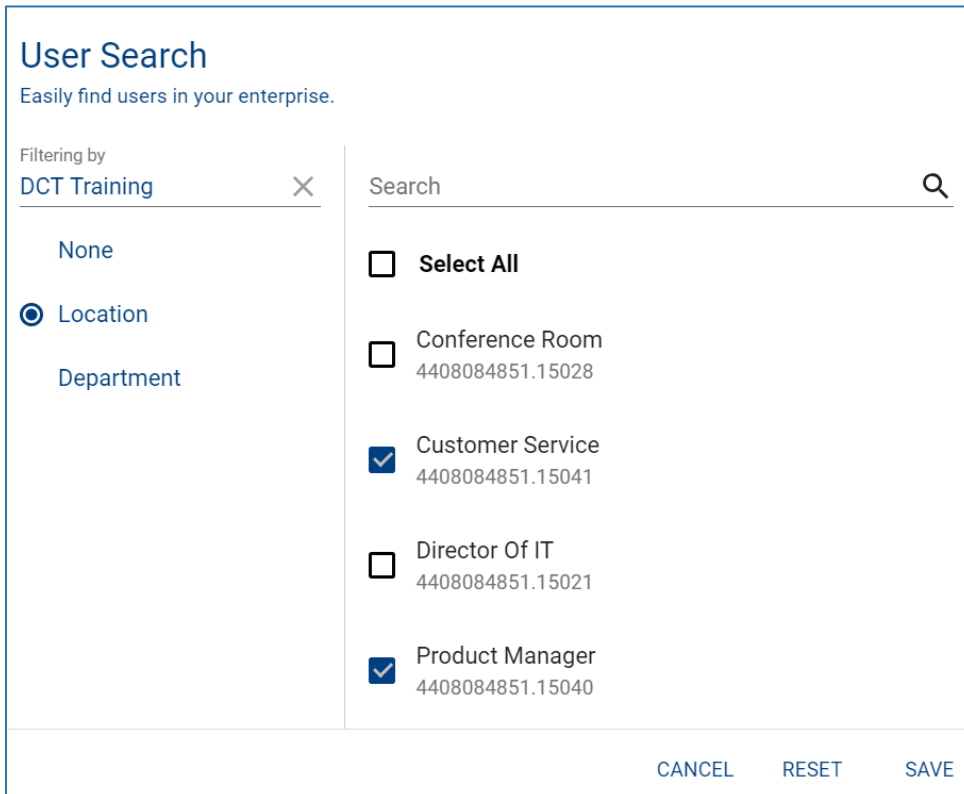
## Manage Hunt Group Users

1. From the Hunt Group landing page, select the Additional Options icon and “Edit Users”.

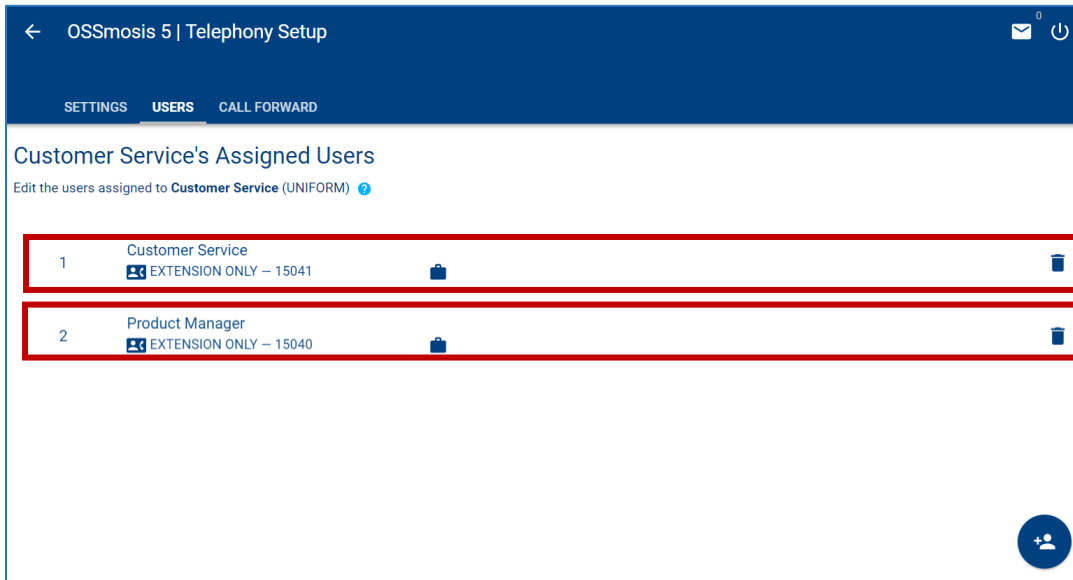


## Adding a User to a Hunt Group

1. To add a user to the hunt group, select the *Add Users* icon.
2. Locate and select users in the advanced search by User, Location or Department. Save.



- The new users will be added to the Hunt Group users landing page.

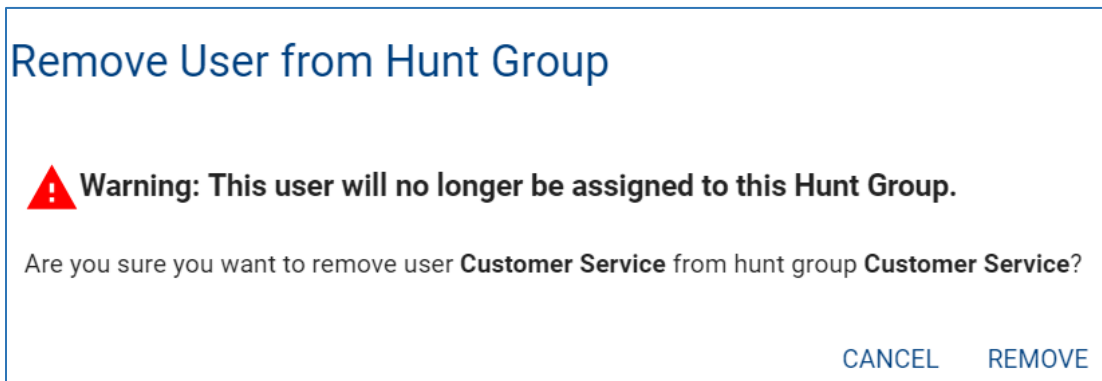


## Removing a User from a Hunt Group

- To remove a user from a hunt group, select the Delete icon next to the user's name.



- A confirmation pop-up window will open to confirm the removal of the user. Select "Remove" if you would like to remove the user from the hunt group or "Cancel" if you would like to keep the user in the hunt group.





## Updating a User's Priority within a Hunt Group

A user's priority can be updated when the Group Policy is set to "Circular" or "Regular".

- Circular – Calls are distributed to hunt group users in a round robin fashion, starting with the user where the last hunt ended.
  - Regular – Calls are distributed to users in a specific order, always starting with the same user.
1. Select a user and drag and drop them where they should fall in priority among the list of users within the hunt group.

Customer Service's Assigned Users  
Edit the users assigned to **Customer Service** (CIRCULAR) ⓘ

1	Customer Service EXTENSION ONLY – 15041		
2	Product Manager EXTENSION ONLY – 15040		

Customer Service's Assigned Users  
Edit the users assigned to **Customer Service** (CIRCULAR) ⓘ

1	Product Manager EXTENSION ONLY – 15040		
2	Customer Service EXTENSION ONLY – 15041		