

## **TouchTone Quick Start Guide: Hunt Groups**

Hunt groups provide a way for calls to reach a number of users in a group using different call distribution options. If a line goes unanswered or is currently in use, calls are automatically routed to another user/phone; or choose to ring multiple phones at the same time.

## To use the hunt group feature:

- 1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only setup and make changes to Hunt Groups as an administrator.
- 2. In the Group level, click **Services**.
- 3. Click **Hunt Group**. (see figure below)

	Options:			
	Profile	Services		
	Resources	Basic	Advanced	
$\longrightarrow$	Services	Auto Attendant	BroadWorks Anywhere	
	Call Center	Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.	Extends your services so you can make	
	Calling Plan		specified fixed phone, mobile phone or your primary device.	
	Utilities			
			Group Paging	
		<u>Call Park</u>	Enable users to page a group of users	
		Enable users to park a call against their call park group and set call bark attributes.	number or extension.	
		Sell Distant	Instant Group Call	
		<u>Sall Pickup</u>	Enable users to call a group of users, v	
		chable users to answer any ringing line in their call bickup group.	the same group or can be external use	
		CommPilot Call Manager	Polycom Phone Services	
		Configure the CommPilot Call Manager settings for your group's Jsers.	Integrate BroadWorks services with the services.	
		Hunt Group	Preferred Carrier Group	
		Automatically process incoming, alls received by a single phone	Displayand modify the preferred carried	
		number by distributing them allong a group of users or agents.	Session Admission Control Gro	
		Music video on Hold	Display add, modify or remove Session	
		Play an uploaded audio (music) or video file for callers on hold.	Third-Party Voice Mail Support	
		Voice Messaging	Enableusers to send husy and mansa	
		Enable users to record messages for incoming calls. A message	voice mail system.	
		can be recorded when the call is not answered within a certain		

- 4. Choose the hunt group you wish to edit by clicking on the name.
- 5. Click **Profile**. You should see a screen like below:

OK Apply	Delete Cancel		
Hunt Group ID	demo_hg	Change User ID (Also saves (	current screen data)
* Name	Hunt Group1		
Calling Line ID Last Name	Group1	* Calling Line ID First Name:	Hunt
Departmen:	None •	Language:	English •
Time Zone	(GMT-04:00) (US) Easiern Time	•	
V	Allow Call Waiting on agents		
Group Policy	O Circular O Regular Simultane	eous 🔘 Uniform 🔘 Weighted C	all Distribution
No Anewer Settings			
no Answei Settings			
Skip to next	agent after 5 🔻 Rings		
Skip to net	agent after 5 ▼ Rings I after waiting 0 seconds		
Skip to nex	agent after 5 ▼ Rings I after waiting 0 seconds		
Skip to nex Forward calls Forward to: Not Reachable Settings	agent after 5 ▼ Rings I after waiting 0 seconds		
Skip to nex Forward calls Forward to Not Reachable Settings	agent after 5 • Rings I after waiting 0 seconds Forwarding Not Reachable		
Skip to nex Forward cal Calls Forward to: Not Reachable Settings Enable Cal Calls Forward to:	agent after 5 • Rings I after waiting 0 seconds Forwarding Not Reachable		
Skip to nex Skip to nex Forward ci Callis Forward to Not Reachable Settings Enable Cal Calls Forward to Make Hunld	agent after 5 Rings I after waiting 0 seconds Forwarding Not Reachable Group busy when all available agents	are not reachable	



- 6. You can configure the following options:
  - **Name:** Enter a unique name.
  - **Name for Caller ID:** You can specify a first and last name for the calling line's identity (ID). This name will appear on the caller ID display of any phones configured to ring into this hunt group.
  - Department: Use the drop-down to select a department or keep it as 'none'.
  - Time Zone: You can choose a time zone for your hunt group(s).
  - **Ring All (allow call waiting for agents/operators):** When unchecked, the hunt group will see if the operator is on the phone. If the operator is on the phone, it will bypass that operator and go to the next designated operator in that hunt group.
  - Group Policy: You can choose one of the following hunt group distribution policies:
    - Circular: Incoming calls come in the order appeared in the hunt group list at the bottom of page. Once a call is answered the next incoming call picks up where the last call left off and circles around.
    - Regular: Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.
    - Simultaneous: Incoming calls alert all agents at the same time. The first agent to answer handles the call.
    - Uniform: Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
    - Weighted Call Distribution: Incoming calls are assigned to idle agents based on percentages you assign on the Hunt Group's Profile Weighted Call Distribution page.
  - **No Answer Settings:** This option sets how the service behaves if a user doesn't answer the call.
    - Check "Skip" to skip to the next agent after a call goes unanswered after a specified number of rings.
    - Check "Forward Call" to forward calls to a specific number if a call goes unanswered in the time specified. Enter the Forward To number in the "Calls Forward To" text box.
    - "Next" assign users to the hunt group by clicking the search button and adding them to the Available user's column. Use the Move Up and the Move Down buttons to re-arrange the order for circular and regular call policies.
- 7. Hit OK to save.

## To add users

- 1. Select the **Search** button on the right hand side of the page.
- 2. This will populate all of the users on your account that are available to be added to the Hunt Group.
- 3. Select the users you wish to add to your Hunt Group from the Available Users List and click Add. These users will now appear in the Assigned Users list.

Last Name 🔻	Starts With <b>▼</b>		+ Search
Available Users			Assigned Users
		Add > Remove < Add All >> Remove All	2.User (7323451206) 1.User (7323451081) 3.User (7328524671)
	*		Move Up Move Down

4. You can rearrange the order of the users on your list by highlighting the users name in the Assigned Users list and clicking the Move Up or Move Down buttons. **Once you are satisfied with your configurations, click OK.**