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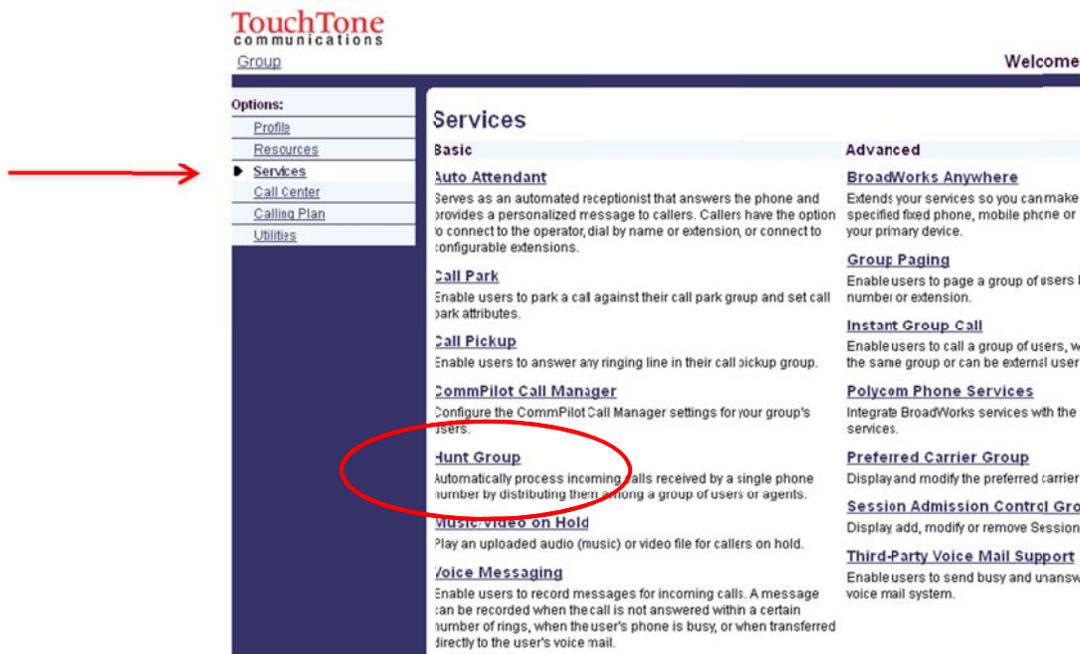
4. **Choose the hunt group** you wish to edit by clicking on the name.
5. Click **Profile**. You should see a screen like below:

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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**.

Enter search criteria below				
Last Name ▼	Starts With ▼		+	Search

Available Users		Assigned Users
	Add >	2,User (7323451206) ▲
	Remove <	1,User (7323451081)
		3,User (7328524671)
	Add All >>	
	Remove All	
		Move Up Move Down

OK   Apply   Delete   Cancel

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.**