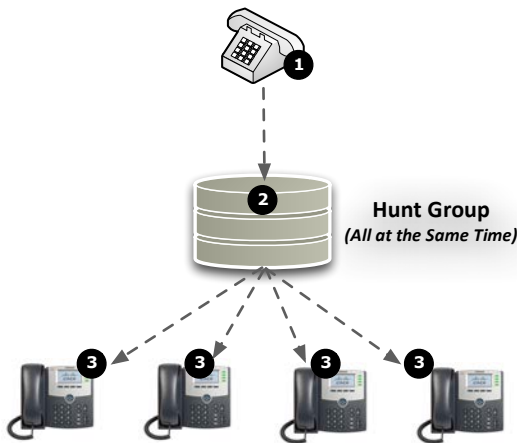


## Feature Overview

Large and small businesses are looking for every efficiency they can, while being as responsive to their customers as possible. One tool commonly employed is sharing resources across a team of people to achieve a common goal, or creating pools of people performing a common task – Sales, Customer Services, etc. For this strategy to work, the phone system needs to reflect this team approach.

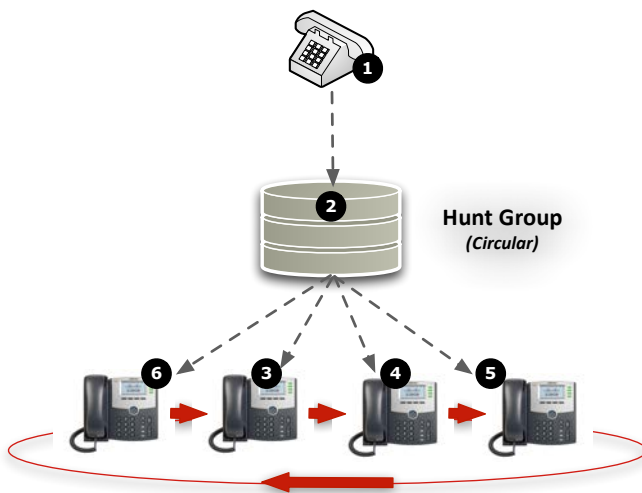
Hunt Groups allow a defined group of users to handle incoming calls received by an assigned Hunt Group’s phone number. Group administrators can choose from any of the following “hunt” schemes, each of which rings the specified phones in a different manner:

- All at the Same Time – simultaneously rings all of the users in the group; the first user to pick up the ringing phone is connected



1. Caller dials the Hunt Group number,
2. Hunt Group receives call and invokes the All at the Same Time ringing policy,
3. All assigned SIP Advantage phone ring at the same time,
4. Call is connected by the first assigned user who picks up phone

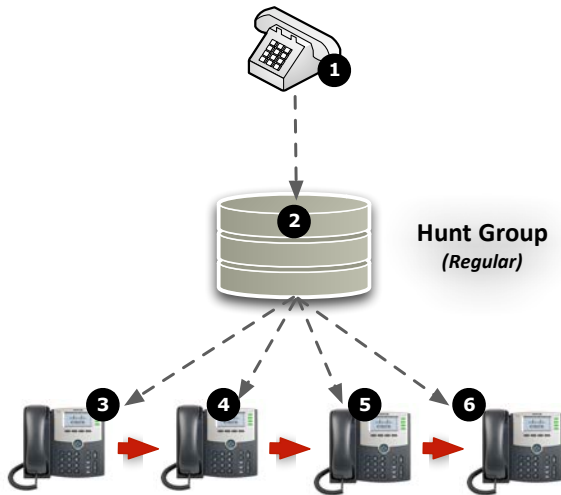
- One at a Time
  - Circular – sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



1. Caller dials the Hunt Group number,
2. Hunt Group receives call and invokes the Circular ringing policy,
3. The first available SIP Advantage user, following the user that answered the last call, phone rings (in this case the second user),
4. Call is routed to next assigned user after predetermined number of rings with no answer, this repeats until the call is answered
5. Call is connected by the first assigned user who picks up phone

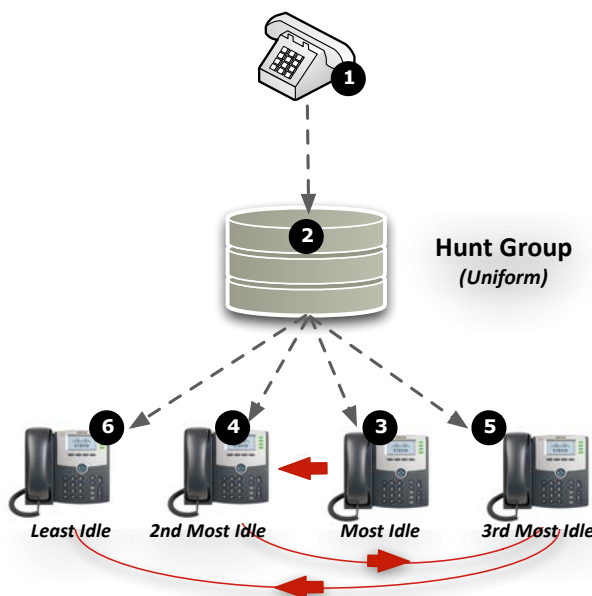
- Regular – sends calls to users in the order

listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



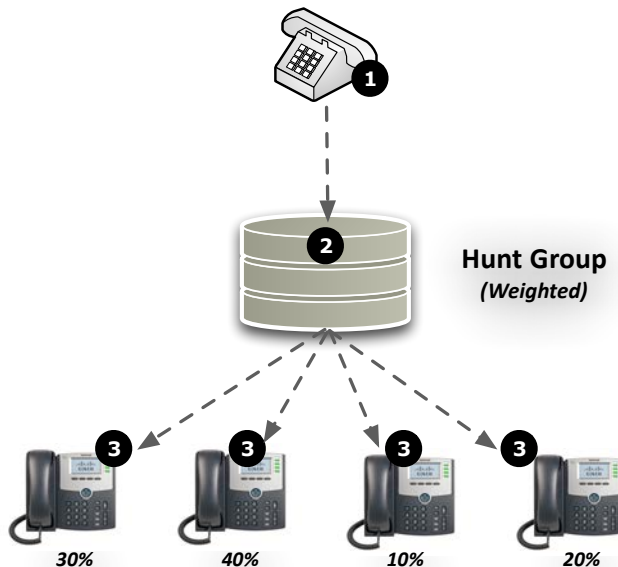
1. Caller dials the Hunt Group number,
2. Hunt Group receives call and invokes the Regular ringing policy,
3. The first assigned SIP Advantage user phone rings,
4. Call is routed to next assigned user after predetermined number of rings with no answer, this repeats until the call is answered,
5. Call is connected by the first assigned user who picks up phone,
6. If last assigned user does not answer call, call may end, go to voicemail, or overflow based on settings, but does not start at beginning of Hunt Group.

- o Uniform – as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the Hunt Group, the call is not included in the receiving order for uniform calls. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



1. Caller dials the Hunt Group number,
2. Hunt Group receives call and invokes the Uniform ringing policy,
3. The Most Idle SIP Advantage user phone rings,
4. Call is routed to next most idle assigned user after predetermined number of rings with no answer, this repeats until the call is answered,
5. Call is connected by the first assigned user who picks up phone
6. If last assigned user does not answer call, call may end, go to voicemail, or overflow based on settings, but does not start at beginning of Hunt Group.

- Weighted Call Distribution – enables calls to be distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive.



1. Caller dials the Hunt Group number,
2. Hunt Group receives call and invokes the Weighted ringing policy,
3. The Hunt Group determines the appropriate phone to ring first based on maintaining the preset call distribution weights in relations to historical call volume
4. Call is routed to next user after predetermined number of rings with no answer based on maintaining the appropriate distribution weights, this repeats until the call is answered,
5. Call is connected by the first assigned user who picks up phone
6. If last assigned user does not answer call, call may end, go to voicemail, or overflow based on settings, but does not start at beginning of Hunt Group.

- In the even that all idle phones have been visited without answer, the administrator can define an alternative phone number for handling the call, pushing the call to another individual or group.

In order to support environments where individuals receive calls from multiple Hunt Groups, or need to distinguish calls that come through a Hunt Group, administrators can define a distinctive Caller ID label to each Hunt Group. This option append a caller ID prefix for calls distributed by the Hunt Group service, thereby enabling users to distinguish from direct incoming calls, or different Hunt Groups, for example, "Support – John Smith".

## Feature Prerequisites

Before the Hunt Group service can be used the following conditions must be met:

- At least one 2 Way DID must be assigned to the Hunt Group and active
- At least one user must be assigned to the Hunt Group

### Hunt Group Notes:

- *User features such as Call Forwarding do not invoke on calls to users through the Hunt Group*
- *Business Continuity is invoked for the Hunt Group only in the event that all assigned member phones lose registration*

## Feature Setup

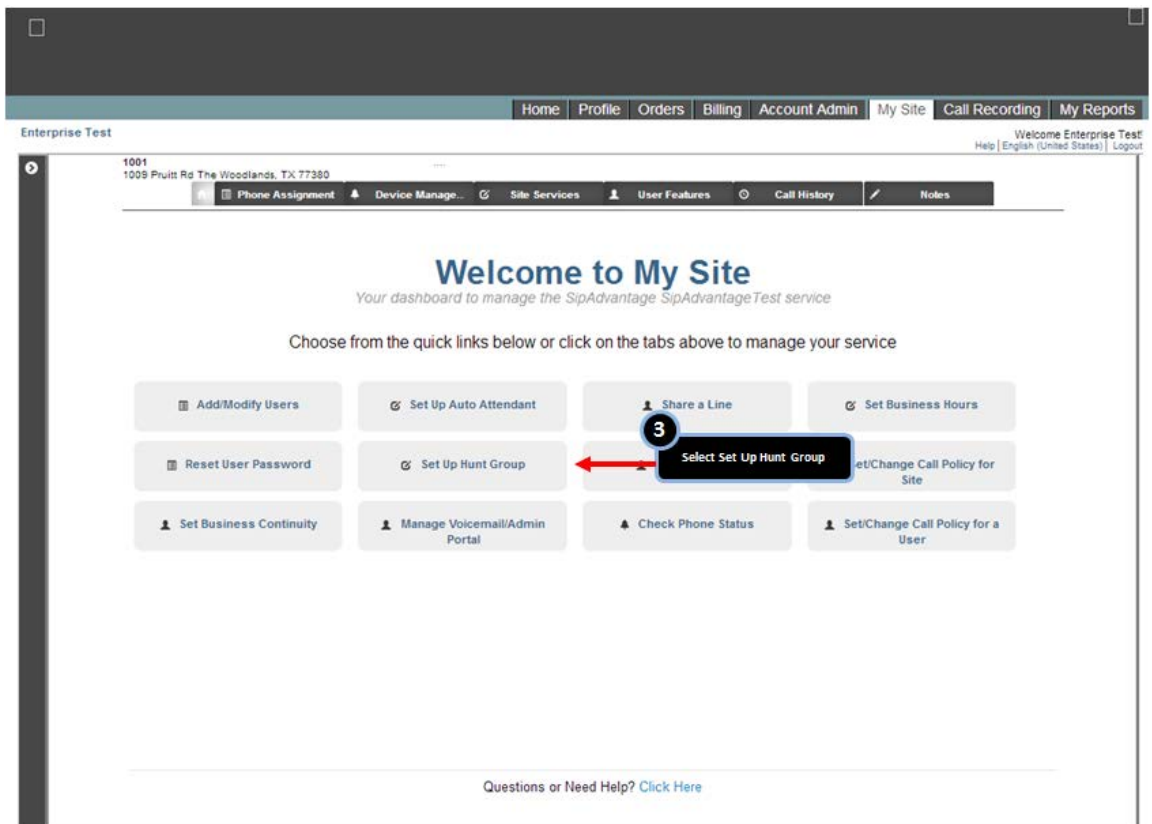
Prior to using the Hunt Group service, the Site administrator must set up the Hunt Group to receive and route calls appropriately. Once logged into to My Account, simply follow the steps detailed below.

### Step 1. Go to My Site

### Step 2. Select the appropriate Site to configure



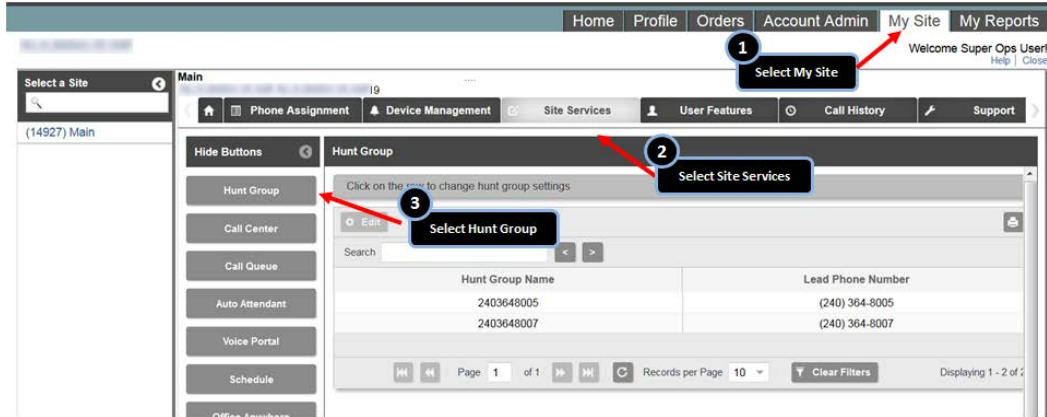
### Step 3. Select Set Up Hunt Group



If you are already in the Site you are editing:

**Step 2. Select Site Services**

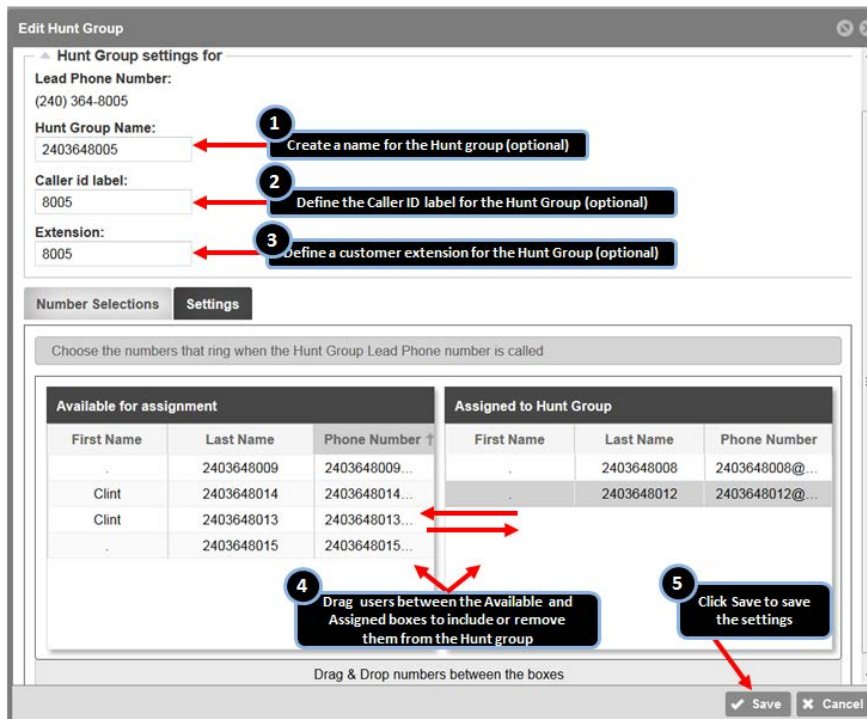
**Step 3. Select Hunt Group**



**Step 4. Select the Hunt Group to Configure**



**Step 5. Configure the Hunt Group Information and Assignments**



## Step 6. Configure the Hunt Group Settings

The screenshot shows the 'Edit Hunt Group' dialog box with the following annotations:

- 1** Select Settings to configure routing policy. (Points to the 'Settings' tab)
- 2** Choose to either ring all phones at once, or one at a time. (Points to the 'One at a time' radio button)
- 3** Check the box and enter a phone number to define the Forwarding rule if no one answers. (optional) (Points to the 'If no answer after' checkbox and input field)
- 4** Check the box and enter a phone number to define the Business Continuity option in case of a site outage. (optional) (Points to the 'If no reachable, forward calls to #' checkbox and input field)
- 5** Click Save to apply and save your changes. (Points to the 'Save' button)

## Step 7. Configure the Hunt Group Settings (for One at a Time Ringing)

The screenshot shows the 'Edit Hunt Group' dialog box with the following annotations:

- 1** If selecting to ring One at a time, select the routing plan from the drop down menu. (Points to the 'Ring in the order of the Selected Number' dropdown menu)
- 2** Define the number of rings prior to advancing the call to the next assigned user (Points to the 'Advance to next number after' input field)
- 3** Deactivate Call Waiting to allow calls to advance to the next free user when the next user in the routing sequence is busy. (Points to the 'Advance to next number when busy' checkbox)
- 5** Click Save to apply and save your changes. (Points to the 'Save' button)