

Feature Overview

Services like Auto Attendants, Hunt Groups, and Enhanced Hunt Groups can be valuable tools for any size business. But, over time business environment's change, organizational structures change – and the phone system and related services need to be able to change with them.

Lead Numbers are the numbers callers dial into to get to the Auto Attendants, Hunt Groups, Call Queues, Call Centers, Meet-Me Conferences and/or Group Paging groups. In the event that you determine you would rather have a different number route into one of these services, you typically need to call your service provider or technician to make this change – consuming both time and money. With Altus Voice, you can make these changes any time you want, with a real time impact, at no cost.

Feature Prerequisites

Before the Lead Number management service can be used the following conditions must be met:

- At least one Auto Attendant, Hunt Group, Call Queue, Call Center, Meet-me Conference and/or Group Paging group must be active on the site.
- At least one alternative 2 Way phone number must be available in the sites inventory

Feature Setup

To use this service, log into to My Account, then simply follow the steps detailed below.

Step 1. Go to My Site



Step 2. Select the appropriate Site to configure



Step 3. Go to Site Services

The screenshot shows the 'My Site' dashboard for 'Eruption Audio'. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Account Admin', 'My Site', 'Call Recording', and 'My Reports'. Below this, a secondary navigation bar contains 'Phone Assignment', 'Device Managem...', 'Site Services', 'User Features', 'Call History', and 'Support'. The 'Site Services' tab is highlighted with a red circle and a callout box labeled '1' that says 'Go to Site Services'. The main content area displays 'Welcome to My Site' and a grid of quick links for various service management tasks.

Step 4. Select and update the Lead Numbers

The screenshot shows the 'Phone Assignment' page. The left sidebar contains various service categories, with 'Lead Numbers' selected and highlighted by a callout box labeled '1' that says 'Click on the "Lead Numbers" button to view types of services and the current Lead Number assignment'. The main area displays a table of lead number assignments. At the top of the table, there is an 'Unassign' button highlighted by a callout box labeled '3' that says 'Click "Unassign" to remove the current Lead Number'. The table has columns for 'Type', 'Name', and 'Number'. The second row is highlighted, with a callout box labeled '2' that says 'Click on the Service or Lead Number you want to change' pointing to the 'Name' column.

Type	Name	Number
Hunt Group	2132345122	3422981172
Hunt Group	3422981144_	
Hunt Group	TestHunt	
Hunt Group	Test	3422981146
Hunt Group	3422981142	3422981142
Hunt Group	3422981148	3422981200
Hunt Group	3422981141	3422981141
Hunt Group	3422981140	3422981140
Hunt Group	3422981143	3422981143
Hunt Group	3422981145	3422981145

Step 5. Change Lead Numbers

Lead Numbers

Click on the row to change the lead number

Unassign

Search

Type	Name	Number
Hunt Group	2132345122	
Hunt Group	3422981144	6322121088 (. 6322121088)
Hunt Group		3422981186 (. 3422981186)
Hunt Group		3422981160 (. 3422981160)
Hunt Group		3422981203 (. 3422981203)
Hunt Group		3422981172 (. 3422981172)
Hunt Group		3422981144 (. 3422981144)
Hunt Group		3422981148 (. 3422981148)
Hunt Group		3422981208 (. 3422981208)
Hunt Group		3422981207 (. 3422981207)
Hunt Group		3422981205 (. 3422981205)
Hunt Group		3422981202 (. 3422981202)
Hunt Group		3422981204 (. 3422981204)
Hunt Group		3422981206 (. 3422981206)

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1 Select the new Lead Number from the list of available 2-way numbers in the drop down box