

# Setting Up a Hunt Group



Hunt Groups automatically process incoming calls received by a single phone number by distributing them among a group of users or agents. Hunt Groups are maintained at the Group level.

**Note:** For information regarding accessing and navigating the VoIP Portal, please refer to *Managing Your Hosted PBX Services*.

1. From the Group Dashboard scroll down to the **Hunt Groups** section.

Dashboard

Users

STATUS	NAME	PHONE NUMBER	CALLS	SETTINGS	PHONE
Online	<a href="#">1 Line</a>	2488499015 (x220)	No calls	Settings	Phone
Online	<a href="#">2 Line</a>	2484830430 (x221)	No calls	Settings	Phone
Offline	<a href="#">Accounting (Kim Mohr)</a>	2488499012 (x213)	No calls	Settings	Phone
Online	<a href="#">Executive (Sharon Clark)</a>	2482283560 (x230)	No calls	Settings	Phone

Auto Attendants

STATUS	NAME	PHONE NUMBER	CALLS	SETTINGS
Online	<a href="#">Sales &amp; Service</a>	2488499016 (x300)	Online	Settings

Hunt Groups

STATUS	NAME	PHONE NUMBER	CALLS	SETTINGS
Online	<a href="#">Main Hunt</a>	2484830432 (x223)	Online	Settings

2. Click the Settings icon (⚙️) to the right of the desired Hunt Group.

The Hunt Groups section expands to reveal the Hunt Group settings.

**Note:** Alternately, you can select **Hunt Group** from the **Group Services** menu, and then select the desired Hunt Group to access Hunt Group settings.

# Setting Up a Hunt Group



Group Policy

☐ Circular  
☐ Regular  
☒ Simultaneous  
☐ Uniform  
☐ Weighted Call Distribution [Edit]

No Answer Settings

☒ Skip to next agent after 3 rings  
☒ Forward call after waiting 20 seconds  
Call forwards to: \*55212

Users

Available Users		Assigned Users
1, Line (2482283196)	<div>ADD &gt;</div> <div>&lt; REMOVE</div> <div>ADD ALL &gt;&gt;</div> <div>&lt;&lt; REMOVE ALL</div>	Executive, (Sharon Clark) (2482283560)
1, Line (2488499015)		Barroso, Carolina (2486861759@as.bullseyevoip)
2, Line (2482283597)		Ritzema, Jim (jritzema)
2, Line (2484830430)		Accounting, (Kim Mohr) (dhorn)
3, Line (2480000103)		Receptionist, (Mary Jones) (2488499010)

SAVE DETAILED SETTINGS MOVE UP MOVE DOWN

3. Modify the settings as desired, then click **Save**.

## Group Policy:

- "Circular": Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.
- "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. Click Edit to access this page.

## No Answer Settings:

The *No Answer Settings* configure how the service behaves if a user does not answer a call.

- Check the *Skip to next agent after X rings* check box to pass incoming unanswered calls to the next user after the specified number of rings, as determined by the current group policy.
- Check the *Forward call after waiting X seconds* check box to forward calls that have not been answered by any user after the specified number of seconds to the phone number specified in the *Calls Forward to* text box. This box accepts values from 0 to 7200 seconds (2 hours).
- Enter a number in the *Calls Forward to* text box to transfer calls to the specified number when a call is not answered in the time specified by the *Forward call after waiting X seconds* control. Enter the FAC before the number to initiate one of the following services:
  - Calling Line ID Delivery Blocking per Call
  - Calling Line ID Delivery Blocking Allowing per Call
  - Direct Voice Mail Transfer

# Setting Up a Hunt Group



## *Users:*

Assigned users can be added and removed by moving their names from the *Available Users* column to the *Assigned Users* column and vice versa.

You can add users to the Hunt Group in two ways:

- To add one or more users in the *Available Users* column, select the desired names and click **Add**. To select a single user, click the desired name in the list. To select multiple users, hold the CTRL key and click the desired names. To select a range of names, click the first name, press the SHIFT key, click the last name, and then release the SHIFT key.
- To add all users listed in the *Available Users* column, click **Add All**.

You can remove users from the Hunt Group in two ways:

- To remove one or more users in the *Assigned Users* column, select the desired names and click **Remove**. To select a single user, click the desired name in the list. To select multiple users, hold the CTRL key and click the desired names. To select a range of names, click the first name, press the SHIFT key, click the last name, and then release the SHIFT key.
- To remove all users listed in the *Assigned Users* column, click **Remove All**.