

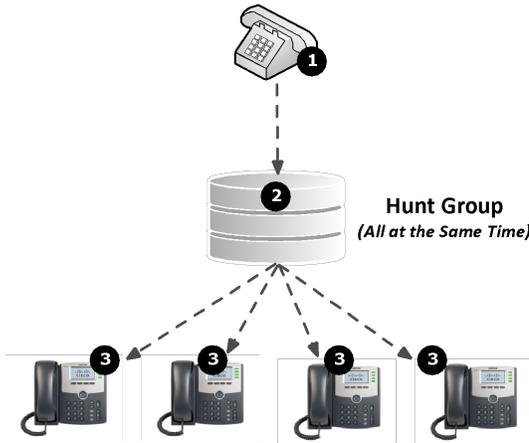
Hunt Group

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.

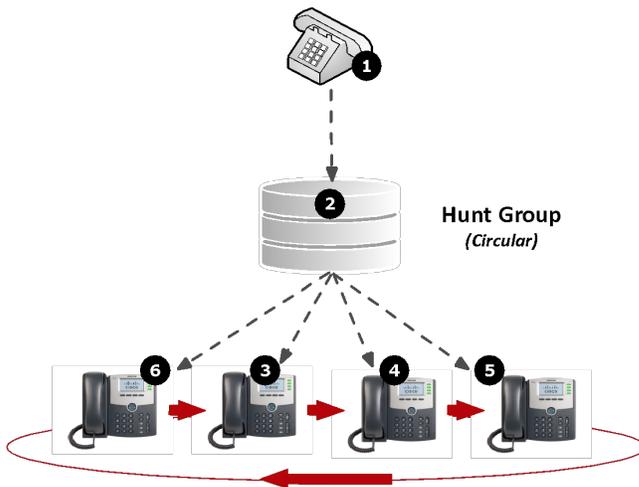
Hunt Groups allow a defined group of users to handle incoming calls received by an assigned Hunt Group's phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:

- 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



Caller dials the Hunt Group number,
 Hunt Group receives call and invokes the All at the Same Time ringing policy,
 All assigned phones ring at the same time,
 Call is connected by the first assigned user who picks up phone

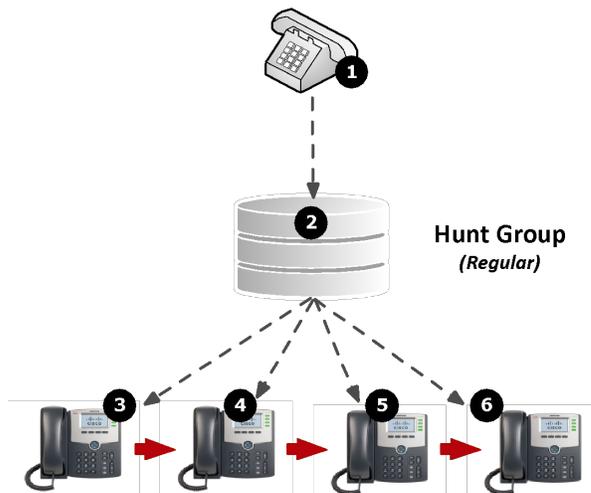
- One at a Time
 - o Circular - sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



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

Hunt Group

- o 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.



Caller dials the Hunt Group number,

Hunt Group receives call and invokes the Regular ringing policy,

The first assigned user phone rings,

Call is routed to next assigned user after predetermined number of rings with no answer, this repeats until the call is answered,

Call is connected by the first assigned user who picks up phone,

If last assigned user does not answer call, call may end, go to voicemail, or overflow based on settings, but does not start at

- 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.

Caller dials the Hunt Group number,

Hunt Group receives call and invokes the Uniform ringing policy,

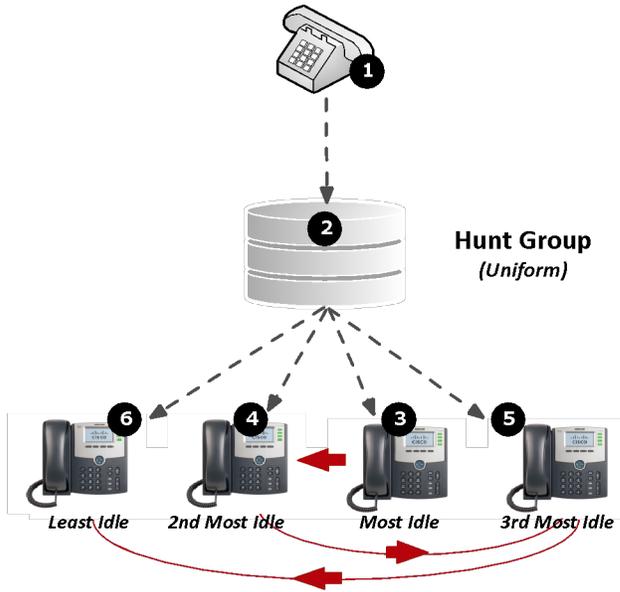
The Most Idle user phone rings,

Call is routed to next most idle assigned user after predetermined number of rings with no answer, this repeats until the call is answered,

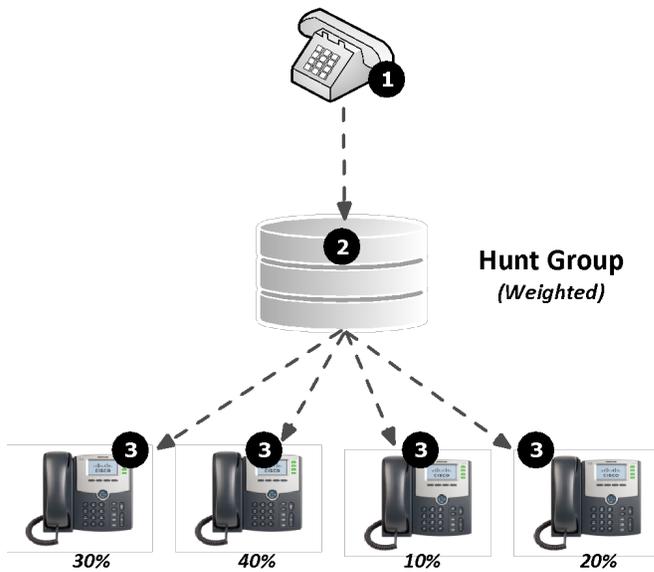
Call is connected by the first assigned user who picks up phone

If last assigned user does not answer call, call may end, go to voicemail, or overflow based on settings, but does not start at

Hunt Group



- o 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.



Caller dials the Hunt Group number, Hunt Group receives call and invokes the Weighted ringing policy,

The Hunt Group determines the appropriate phone to ring first based on maintaining the preset call distribution weights in relations to historical call volume

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,

Call is connected by the first assigned user who picks up phone

- 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.

Hunt 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 appends 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”.

Administrators can configure Business Continuity options for each Hunt Group. It is recommended that you enable Business Continuity and specify a forwarding number that will normally be available in the case of a disaster or other conditions where none of the HG members are available. You can set Business Continuity to a messaging station or other internal number, but you must specify a 10 digit telephone number (not just the extension).

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

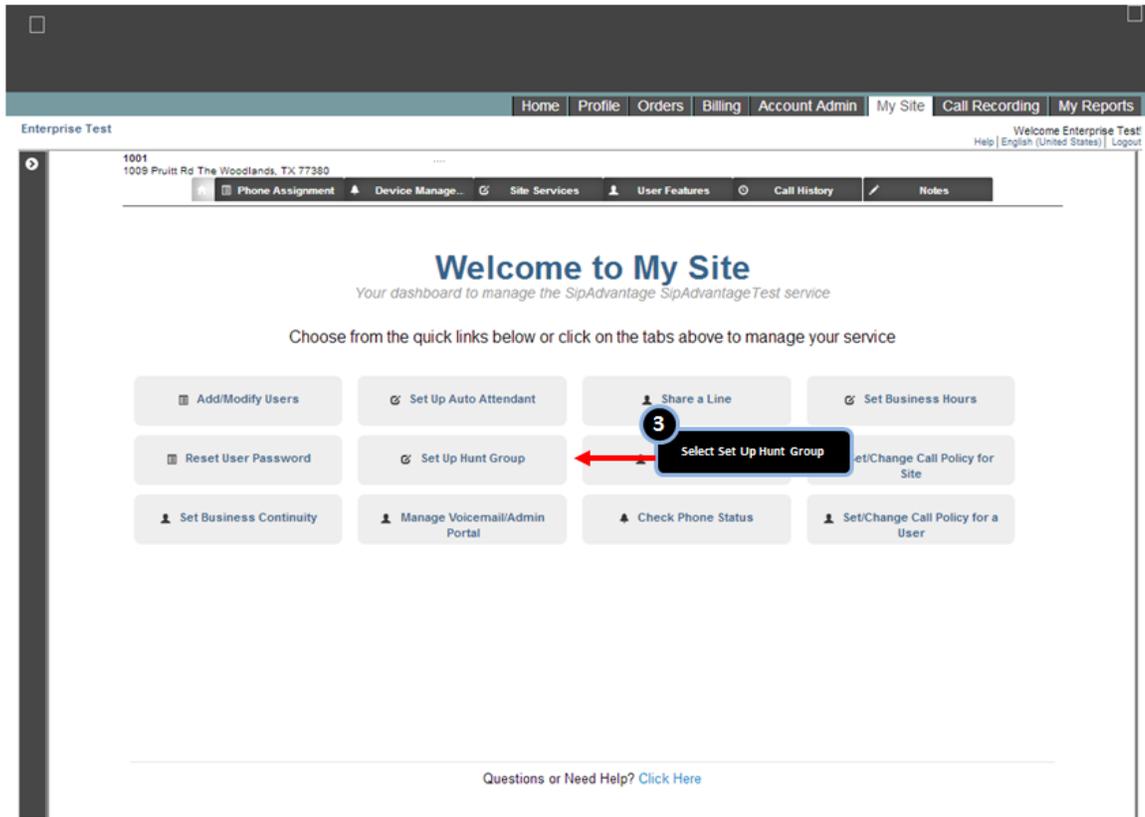
Prior to using the Hunt Group service, the Site administrator must set up the Hunt Group to receive and route calls appropriately. Once logged into to My Account, simply follow the steps detailed below.

Step 1. Go to My Site

Step 2. Select the appropriate Site to configure



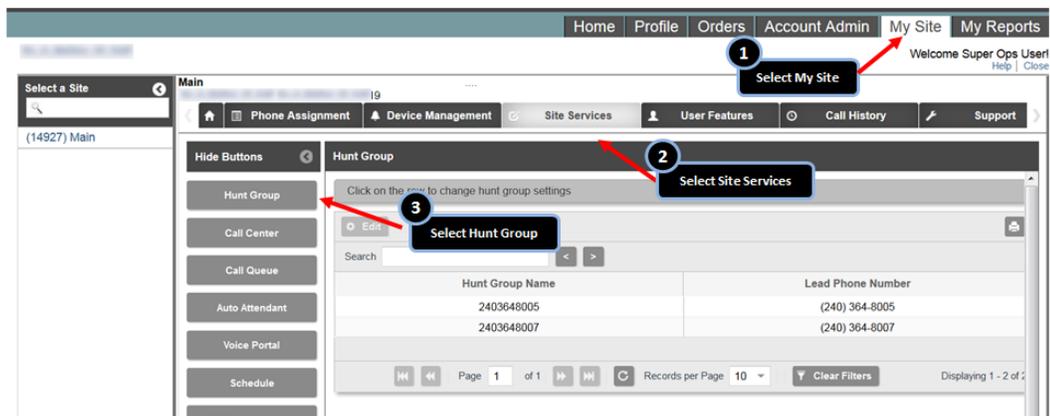
Step 3. Select Set Up Hunt Group



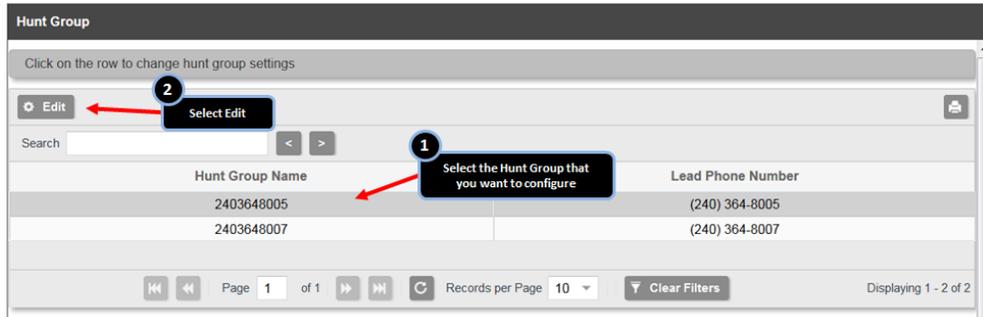
If you are already in the Site you are editing:

Step 2. Select Site Services

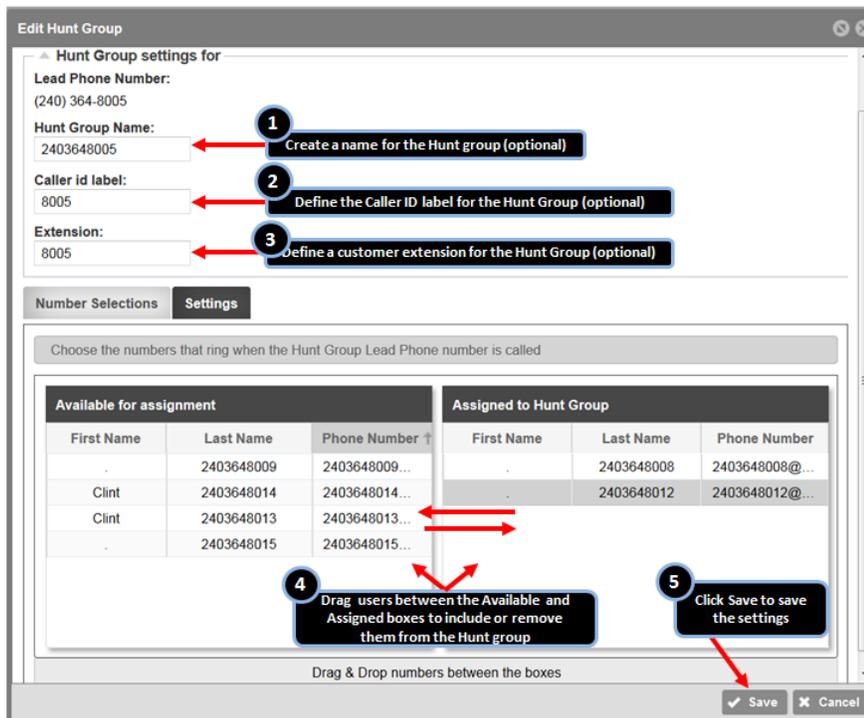
Step 3. Select Hunt Group



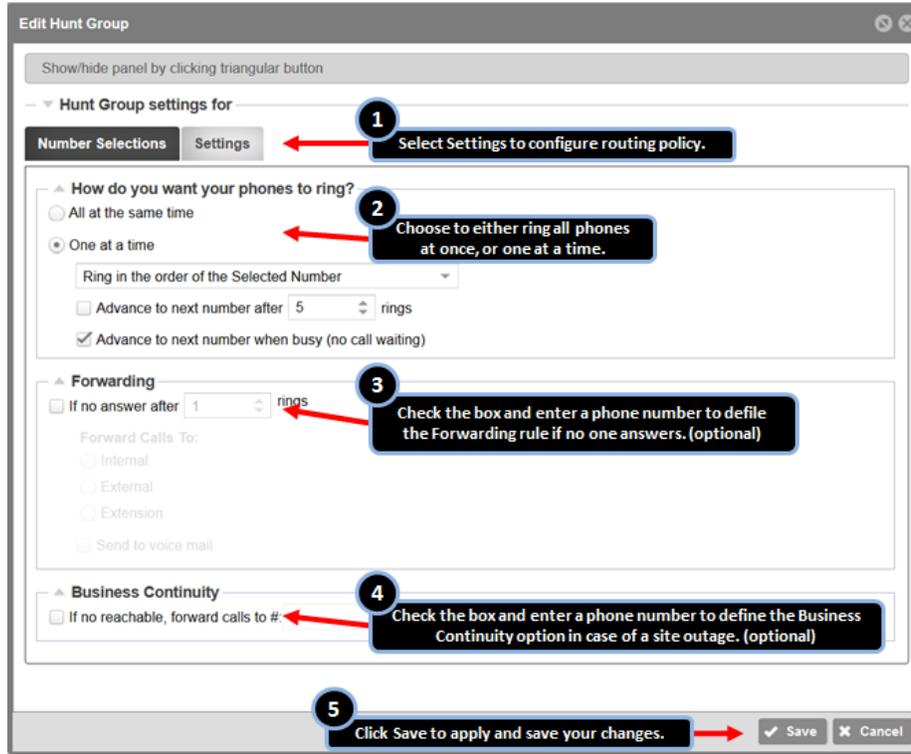
Step 4. Select the Hunt Group to Configure



Step 5. Configure the Hunt Group Information and Assignments



Step 6. Configure the Hunt Group Settings



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

The screenshot shows the 'Edit Hunt Group' window with the following settings and callouts:

- 1** (Callout): Points to the 'Ring in the order of the Selected Number' dropdown menu. Text: "If selecting to ring One at a time, select the routing plan from the drop down menu."
- 2** (Callout): Points to the 'Advance to next number after 5 rings' field. Text: "Define the number of rings prior to advancing the call to the next assigned user"
- 3** (Callout): Points to the 'If no answer after 1 rings' field. Text: "Deactivate Call Waiting to allow calls to advance to the next free user when the next user in the routing sequence is busy."
- 5** (Callout): Points to the 'Save' button. Text: "Click Save to apply and save your changes."

Other visible settings include: 'One at a time' selected for ringing; 'Advance to next number when busy (no call waiting)' checked; 'Forwarding' section with 'If no answer after 1 rings' and options for 'Internal', 'External', 'Extension', and 'Send to voice mail'; and 'Business Continuity' section with 'If no reachable, forward calls to #'.