

VOCUS HOSTED PBX CUSTOMER GROUP SETUP (EXTENDED) - HUNT GROUP

QUICK REFERENCE GUIDE

This document will show you how to create a **Hunt Group**.

Hunt groups process incoming call flows by distributing the call among a group of users or agents.

A Hunt Group is assigned its own extension and/or phone number.

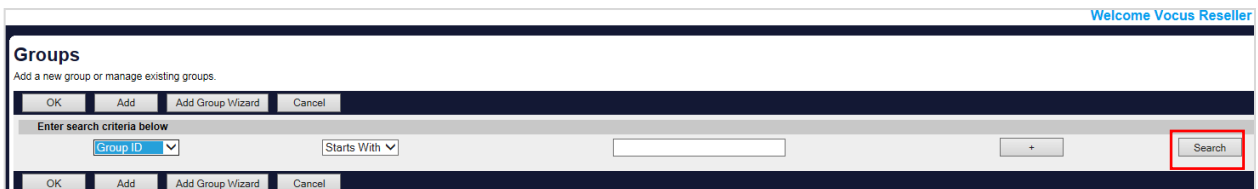
Training Video: Refer to Hosted PBX Customer Group setup (Extended) Hunt Group

CREATE A HUNT GROUP

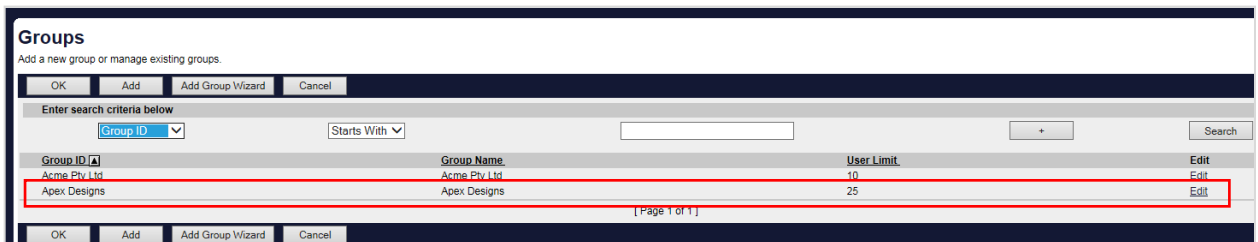
This section will show you how to create a Hunt Group



- > Select **Profile > Groups** to Navigate to the Customer Group where you want to setup the Hunt Group



- > Click the **Search** button



- > Then click on the customer Group

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services**
- Calling Plan
- Communication Barring
- Utilities

Services

Basic

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

CommPilot Call Manager
Configure the CommPilot Call Manager settings for your group's users.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Pre-alerting Announcement
Configure the Pre-alerting Announcement settings for your group's users.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Voice Portal
Allow users to call from any phone so that they can use and configure their user services.

- Click on **Services** and then **Hunt Group** to create the Hunt Group

Defining hunt groups allows you to present incoming calls to one or multiple users whilst also notify all users of the Hunt Group ID along with the originating party's Calling Line ID

Service Provider > Apex Designs Welcome Vocus Reseller [Logout]

Options:

- Profile
- Resources
- Services**
- Calling Plan
- Communication Barring
- Utilities

Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

OK Apply **Add** Cancel

Active	Name	Phone Number	Extension	Department	Edit
No Entries Present					

OK Apply Add Cancel

- Click the **Add** button

Service Provider > Apex Designs Welcome Vocus Reseller [Log

Options:

- Profile
- Resources
- Services**
- Call Center
- Calling Plan
- Communication Barring
- Utilities

Hunt Group Add

Create a new hunt group.

OK Cancel

* Hunt Group ID: 0385480609 @ pbx.vocus.net

* Name: Training Hunt Group

* Calling Line ID Last Name: Hunt Group * Calling Line ID First Name: Training x

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria Network Class of Service: None

Allow Call Waiting on agents

Allow members to control Group Busy

Enable Group Busy

Apply Group Busy When Terminating Call to Agent

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

No Answer Settings

Skip to next agent after 5 rings

Forward call after waiting 0 seconds

Calls Forward to:

Enter the following details to create the Hunt Group (mandatory fields are shown with an *):

- Hunt Group ID** (This can be the 10 digit telephone number or customer_name-extension_number format)
- Name** for the Hunt group

- › **Calling Line ID, Last name and First name**
- › Ensure you select the relevant **Time Zone**

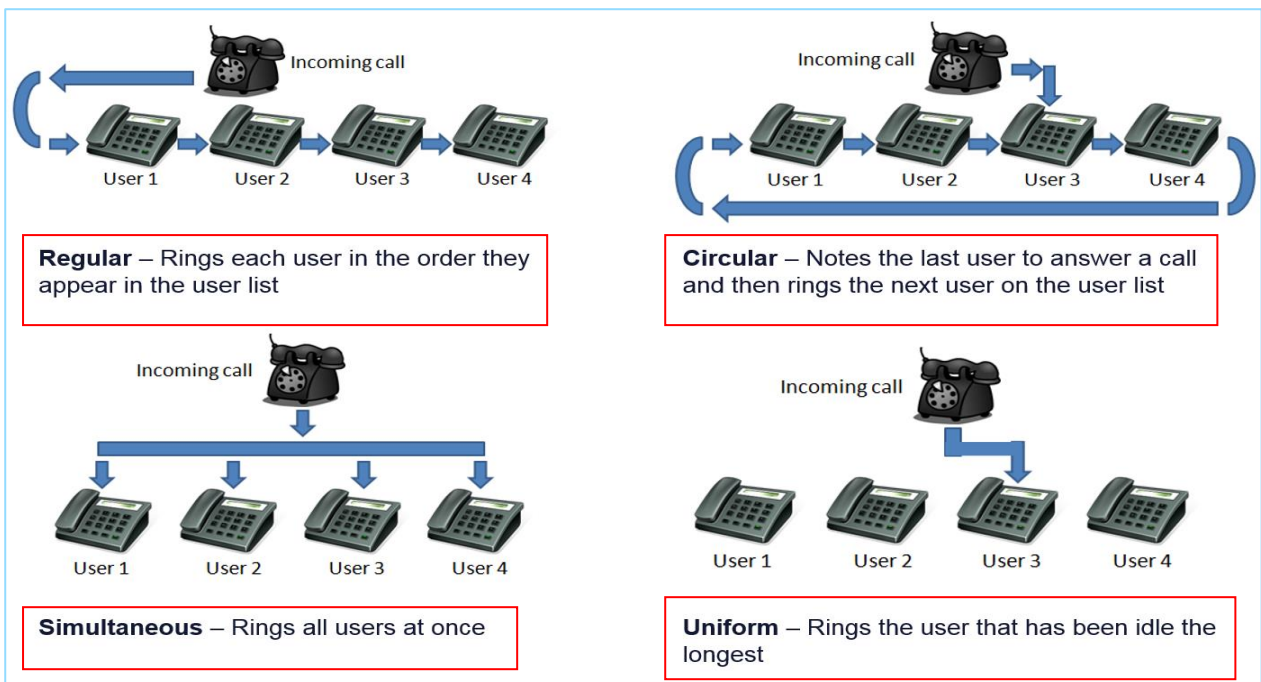
- › Select a **Group Policy** to control the Call Flow to Hunt Group members

Note: A full description of all Group Policies can be found in the Help Menu

Select one of the following *Group Policy* options to specify how the system routes incoming calls to agents in the hunt group:

- **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.

- › From the right hand side of the portal page, select the **Help** menu
- › The Group Policy Options appear on this screen



A graphical representation of the typical distribution policies used for Hunt Group routing

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

No Answer Settings

Skip to next agent after 5 rings

Forward call after waiting 30 seconds

Calls Forward to: *550609

Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to: _____

Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID

Enter search criteria below

- > Select the **Skip to next agent** tick box and from the dropdown select the number of rings before an incoming call skips to another user in the Hunt Group
- > By selecting the **Forward call after waiting** field, you can nominate a time in seconds for the call to be forwarded to another destination if it has not already answered within the Hunt Group
- > Enter the forwarding destination number **in the Calls forwarded to** field

Apply Group Busy When Terminating Call to Agent

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

No Answer Settings

Skip to next agent after 5 rings

Forward call after waiting 0 seconds

Calls Forward to:

Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to:

Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID

Enter search criteria below

User ID Starts With

Available Users

Assigned Users

From the Not Reachable Settings:

- › If required, tick the **Enable Call Forwarding Not Reachable** box then enter the destination number

Note: This option will forward calls to the nominated destination if all Hunt Group users are offline

Apply Group Busy When Terminating Call to Agent

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

No Answer Settings

Skip to next agent after 5 rings

Forward call after waiting 0 seconds

Calls Forward to:

Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to:

Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID

Enter search criteria below

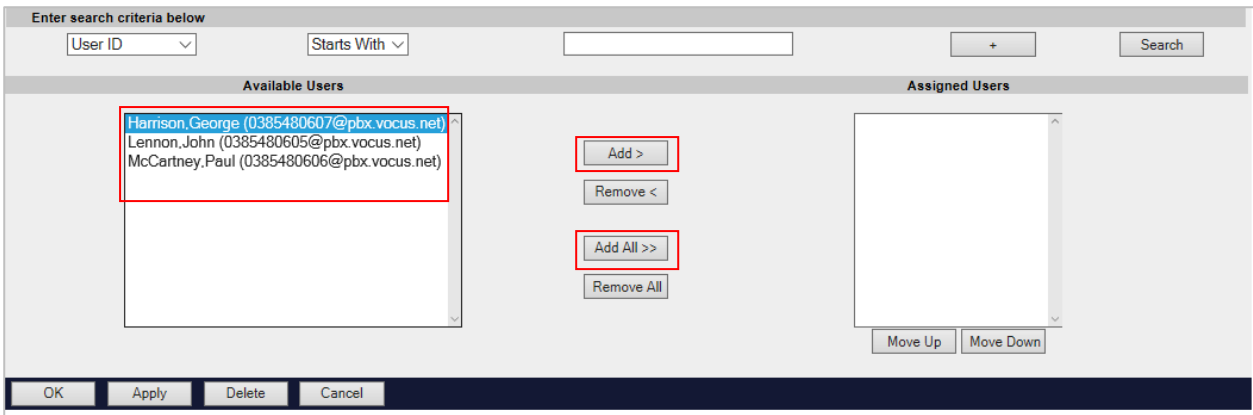
User ID Starts With

Available Users

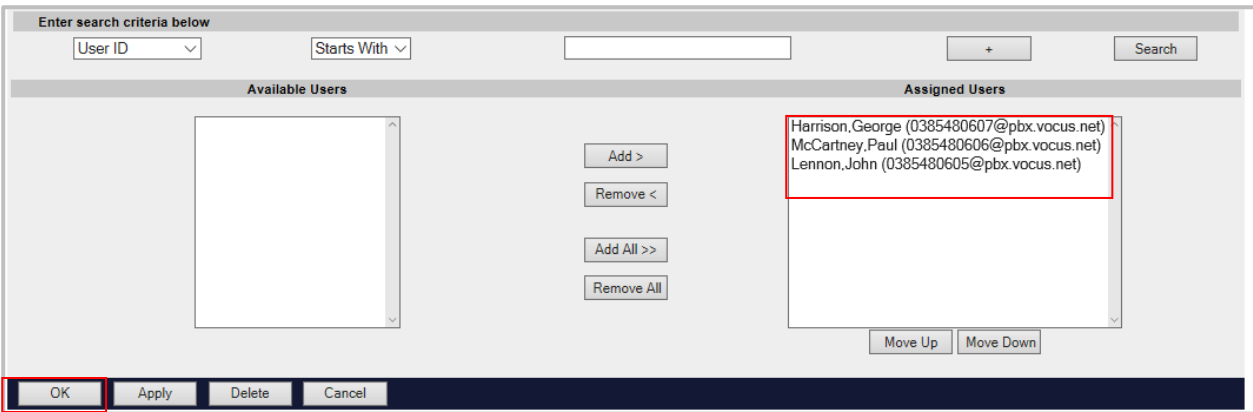
Assigned Users

From Calling Line ID Settings:

- › Select **Use the System Default CLID Configuration**
- › Tick the box in the **Include the Hunt Group Name in the CLID** field



- > Click on **Search**
- > Select the user name(s) from the **Available Users** list
- > Click **Add** or **Add All**



The selected users will now appear in the Assigned Users pane

- > Click **OK**

ASSIGN A NUMBER TO A HUNT GROUP

A Hunt Group will require a phone number or extension number assigned to it.

The screenshot shows the 'Services' menu in the Vocus Reseller interface. The 'Services' option is highlighted with a red box. The 'Hunt Group' option is also highlighted with a red box. The 'Hunt Group' description reads: 'Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.'

Options:

- Profile
- Resources
- Services**
- Calling Plan
- Communication Barring
- Utilities

Services

Basic

Auto Attendant
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

CommPilot Call Manager
Configure the CommPilot Call Manager settings for your group's users.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Pre-alerting Announcement
Configure the Pre-alerting Announcement settings for your group's users.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly

- > From the Group > Options menu Select **Services** then **Hunt Group**

The screenshot shows the 'Hunt Group' configuration page. The 'Edit' button is highlighted with a red box. The page title is 'Hunt Group' and the description is 'Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.'

Options:

- Profile
- Resources
- Services**
- Calling Plan
- Communication Barring
- Utilities

Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

OK Apply Add Cancel

Active	Name	Phone Number	Extension	Department	Edit
<input type="checkbox"/>	Training				Edit

OK Apply Add Cancel

- > Click on **Edit** to Open the Hunt Group

The screenshot shows the 'Profile' configuration page for the Hunt Group. The 'Addresses' option is highlighted with a red box. The page title is 'Profile' and the description is 'Display and configure profile information and members for this hunt group.'

Options:

- Profile**
- Calling Plans
- Utilities

Profile

Basic

Profile
Display and configure profile information and members for this hunt group.

Addresses
Display and configure information such as phone number, extension, and identity/device profile for this hunt group.

Announcement Repository
Manage the announcements for this hunt group.

Password
Configure the voice portal password for this hunt group.

Voice Portal
Change voice portal options of the hunt group.

Advanced

Assign Services
Assign or unassign services and service packs.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

- > From the Hunt Group > Options menu Select **Profile**, then **Addresses**

Service Provider > Apex Designs > Hunt Groups : 385480609@pbx.vocus.net

Options:

- Profile
- Calling Plans
- Utilities

Hunt Group Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0385480609 Activated

Extension: 0609

Aliases : sip: [] @ pbx.vocus.net

sip: [] @ pbx.vocus.net

sip: [] @ pbx.vocus.net

OK Apply Cancel

- > Click on the drop down in the **Phone Number** field and select an available number to assign to the Hunt Group

The **Extension** field will automatically populate with the four digit extension.

- > Click **OK**

For further information go to www.vocus.com.au or contact your Account Manager