

VOCUS IP TEL MANAGER

Configuring a Hunt Group

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INTRODUCTION

This document provides step by step instructions on how to configure a Hunt Group. The Group Administrator configures a Hunt Group in IP Tel Manager. A Hunt Group is a feature of the Standard Telephony pack.

HUNT GROUP

The Hunt Group Feature is used to automatically route incoming calls received from a single phone number and distributes them amongst a group of users. Incoming calls to individual extension numbers remains available.

A hunt group is a virtual user (the hunt group user) and you can provision it with many of the attributes a user is provisioned with.

A User can be agents of multiple Hunt Groups. There can be many uses for a Hunt Group. It could be used as a backup for Reception. If the receptionist is busy the hunt group can have other users (agents) assigned to it and the calls that are unable to be answered by the receptionist can be routed to the other users.

There are 5 hunt group routing policies which can be defined for how calls are presented to the group; Regular, Circular, Simultaneous, Uniform and Weighted Call Distribution.

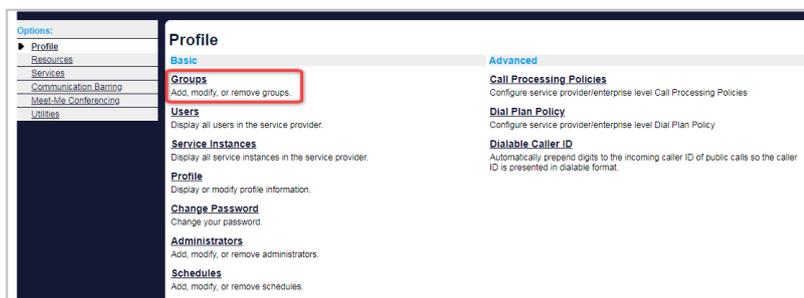
Depending on the policy chosen, depends on how the call is routed to the users in the Hunt Group.

POLICY	DESCRIPTION
Regular	Sends incoming calls to the next available user in the hunt group.
Circular	Sends incoming calls to users according to their position on a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the Hunt Group – Weighted Call Distribution page

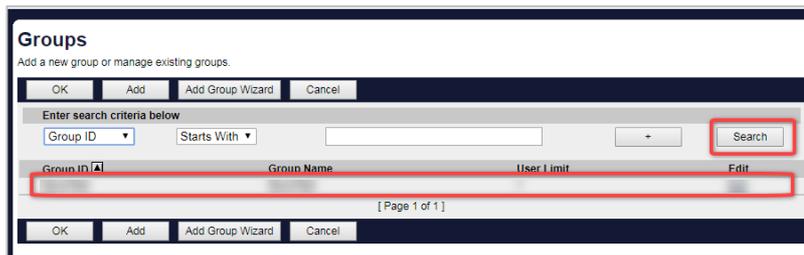
LOCATE HUNT GROUPS

Login to Vocus IP Tel Manager.

1. Click **Groups**.

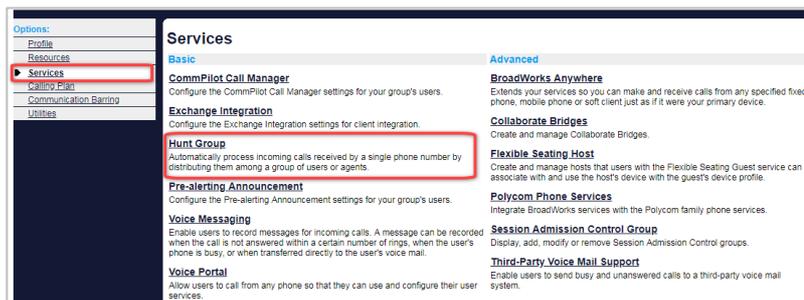


2. Click **Search**
3. Click to select the group you want to add a Hunt group to.



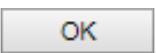
4. Click **Services**.
5. Click **Hunt Group**.

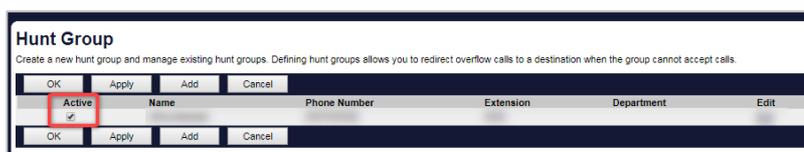
Any existing Hunt Groups will be displayed.



ACTIVATE OR DEACTIVATE HUNT GROUPS

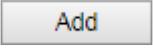
1. To activate or deactivate a hunt group, check or uncheck the **Active** box for the hunt group.

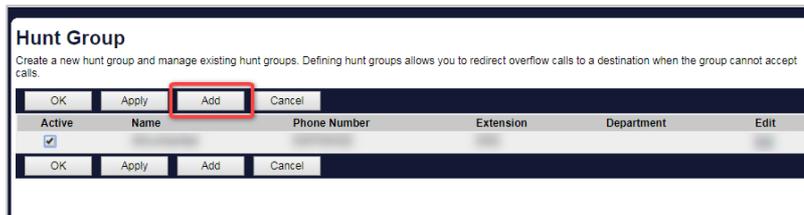
2. Click .



ADD A HUNT GROUP

To add a new Hunt Group, locate Hunt Groups then:

1. Click 



2. Type or select information for the hunt group. An asterisk (*) indicates required data.
 - > **Hunt Group ID:** Enter an ID for the Hunt Group (The Hunt Group must be between 6 and 80 characters long)
 - > **Name:** Enter a name for the Hunt Group
 - > **Calling Line ID Last Name:** Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)
 - > **Calling Line ID First Name:** Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)
 - > **Department:** Select a Department from the drop-down list if required
 - > **Select the Language,** that is, the language in which service-specific messages are played during calls to the hunt group. Default is English (U.S. English) unless configured otherwise.
 - > **Time Zone:** Select the relevant Time Zone
 - > **Allow Call waiting on agents:** Use this feature if you require the agents to have more than one call at a time directed to them.
 - > Agents must also have their Call Waiting feature in their user profile also selected.

The Group Policy options configure the call-distribution pattern or routing for incoming calls. Click the button for the type of policy setup you want.

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

- > Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

INPUT BOX	DESCRIPTION
Skip to next agent after "X" rings	Check this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting "X" seconds	Check this 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).
Calls Forward to	Calls not answered within the time specified by the Forward call after waiting X seconds control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <full number>.

Assign users as members for the hunt group:

- To find a desired user, enter search criteria in the fields provided and click . Your hunt group may include any user.
- On the *Available Users column*, select the users to be assigned. On a column, you can select some or all of the items.
- Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- To assign the selected users, click .
- To assign all users (unselected) at once, click .
- Click .

ASSIGN A PHONE NUMBER TO A HUNT GROUP

To assign a phone number to a Hunt Group, locate Hunt Groups then:

- Click any item on the row for the Hunt Group.

- Click **Addresses**.

- Select a Phone Number from the drop down list the Extension will be automatically populated.

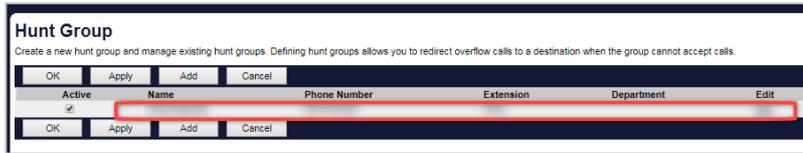
- Click .

ACCESS THE PROFILE MENU OF A HUNT GROUP

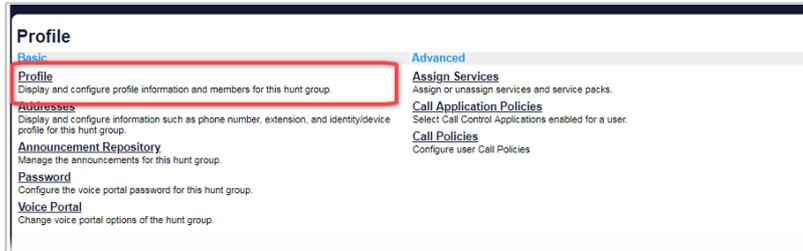
To modify or add attributes.

To access the Profile, locate Hunt Groups then:

1. Click any item on the row for the Hunt Group.



2. Click **Profile**.



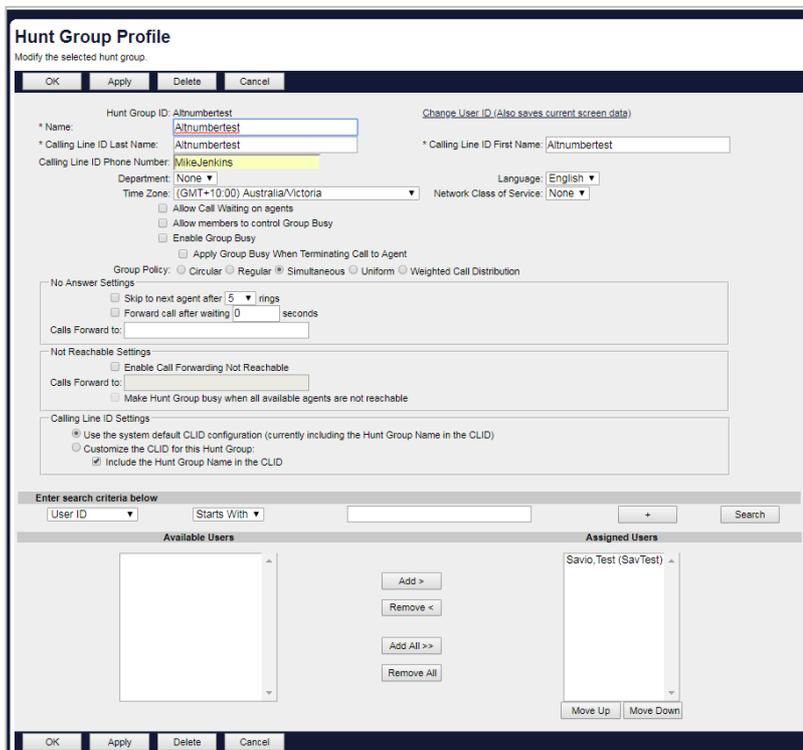
Modify Profile details as required then:

3. Click .

Delete

To delete the hunt group:

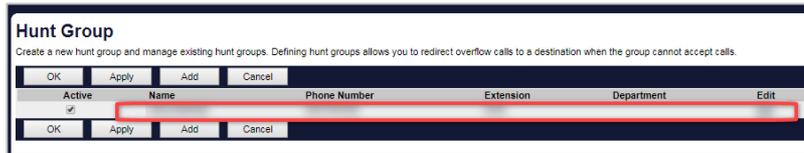
Click **Delete**.



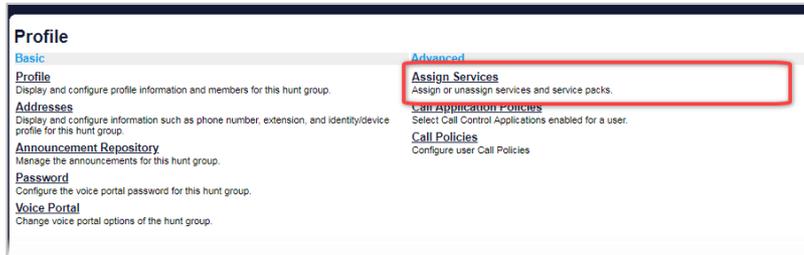
ASSIGN/UNASSIGN SERVICES

To access the Profile, locate Hunt Groups then:

1. Click any item on the row for the Hunt Group.



2. Click **Assign Services**.

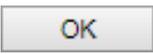


Only available features for the Hunt Group will be displayed in the **Available services** column.

The **User Services** column displays services that have been assigned to the Hunt Group.

Use the Add/Remove keys to move items from one column to the other as required.

To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

3. Click .

