OSSmosis: Hunt Groups

Hunt Groups

A hunt group distributes calls through a telephone number or extension to multiple users within an organization. Within the hunt group settings Admins can control which line(s) will receive the incoming call and in what order.



Select the location you wish to view and edit. Select Telephony Setup and Hunt Groups to bring up Hunt Groups for that specific location.

The following information can be found on the Hunt Group landing page:

	MUSIC ON HOLD	SCHEDULES	HUNT GROUPS	AUTO ATTENDANTS	CONFERENCE BRIDGES	TRUNK GROUPS			
Hun	Hunt Groups								
Set up	groups and members					•			
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1. Active/Inactive - A green check mark indicates the hunt group is currently active. A red X indicates the hunt group is currently inactive.

2. Name and DID Assigned to the Hunt Group – A hunt group may not have a DID assigned if it is extension only.

3. Extension Assigned to the Hunt Group - An extension is not mandatory if a DID has been assigned to the hunt group.

- 4. Total Number of Users Assigned to the Hunt Group
- 5. Additional Options Selecting the options icon allows Admins to manage the hunt group settings and users and deactivate the hunt group.

Edit Hunt Group Settings

Edit settings allows Admins to manage the routing and general settings of the hunt group. The following settings can be edited within this page:

Edit Hunt Gro	up			
Edit Hunt Group 7992				
Name		Hunt Group ID	Group Policy	_
7992	4/30	16/80	Regula	
Department None	¥	Time Zone (GMT-04:00) (US) Eastern Time 👻	Phone Number Exten None	sion 2 👻
First Name (Calling Line ID)	1	Last Name (Calling Line ID) 7992	Language English	Ŧ
	4/30	4/30		
🗹 Alternate Num	bers 💵			
🖌 Allow Call Wai	ting on agents	enable Group E	Busy	
Allow member	s to control Group Busy	Apply Group B Agent	usy When Terminating Call to	

Basic Settings:

- 1. Hunt Group Name
- 2. Group Policy the group policy establishes how calls will be routed to the users assigned to the hunt group. Admins can choose from the follow Group Policies:
 - a. Circular Calls are distributed to hunt group users in a round robin fashion, starting with the user where the last hunt ended.
 - b. Regular Calls are distributed to users in specific order, always starting with the same user.
 - c. Uniform Calls are evenly distributed to users within the hunt group starting with the most idle user.
 - d. Simultaneous Calls are distributed to all users within the hunt group at the same time
 - e. Weighted Calls are randomly distributed to users according to a configurable weight.
- 3. Department Determine if the hunt group will apply to a specific department within the company. A Department is not a mandatory setting when creating a hunt group.
- 4. Time Zone
- 5. Phone Number/Extension The phone number and/or extension that has been applied to the hunt group
- 6. First and Last Name Calling Line ID The calling line ID is what will be presented to the users when receiving a call from the hunt group.
- 7. Language
- 8. Apply Alternate Numbers Allows customers to dial alternate numbers and still reach the hunt group
- 9. Allow Call Waiting to Agents Allow users to receive more than one hunt group call at a time
- 10. Allow Member to control Group Busy
- 11. Enable/Disable Group Busy -When the policy is enabled, any incoming call to the hunt group triggers a busy treatment.
 - Apply Group Busy When Terminating Call to Agent calls made through a directory hunting number are not affected by Hunt Group Call Busy if enabled

No Answer Settings

No Answer Settings		
🖌 Skip to next agent after		
Rings 3		
Forward call after waiting	seconds 60	
Calls Forward to *558001		

- 1. Skip next agent after (x) rings When applied, if the user does not pick up after the designated number of rings it will skip to the next user.
- Forward Calls after waiting (x) seconds/Forward To If a call is not answered within the designated time, the call will be forwarded to the DID, extension or voicemail entered. A voicemail is designated by putting *55 before the extension – example: *558001

Not Reachable Settings



- Enable/Disable Call Forwarding Not Reachable/Forward To If the Hunt Group becomes not reachable, the caller will be forwarded to the DID, extension or voicemail entered. A voicemail is designated by putting *55 before the extension example: *558001
 Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

alling Line ID Settings						
Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)						
 Use the system default CLID configuration (currently including the Hunt Group Name in the CLID) o For ex. If the NAME of the Hunt Group is set to Product Development: 						
Hunt Group Settings						
Edit the settings for Product Development ?						
Name						
19/30						
The system defaults the CLID Configuration in the following format:						
First Name (Calling Line ID) Last Name (Calling Line ID)						
Product Development						
7/30 11/30						

Manage Hunt Group Users

1. From the Hunt Group landing page, select the Additional Options icon and Edit Users

OS	Smosis 5 Telephony S							
	A MUSIC ON HOLD SCHED	ULES HUNT GROUPS	AUTO ATTENDANTS	CONFERENCE BRIDGES	TRUNK GROUPS			
Hun Set up	t Groups groups and members							
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Adding a User to a Hunt Group

- To add a user to the hunt group select the *Add Users* icon
 Locate and select users in the advanced search by User, Location or Department. Save.

Search Q	Filtering by:			
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Removing a User from a Hunt Group

1.	. To remove a user from a hunt group, select the Delete Icon next to the users name.						
	Nicholas DuPree	2 0812	ŵ				
2.	A confirmation popul group or cancel if yo	p window will open to confirm the	e removal of the user. Sele	ect remove if you	would like to remove the	e user from the hunt	
	group of calloon in yo		no nam group	_			
	Remove	User from Hunt	Group				
	Remove User	Nicholas DuPree from Cisco	502G				
	🔥 Warni	ng: This User will no long	ger exist for this Hu	nt Group.			
	Are you ouro	you want to remove the User	Niebolas DuDros?				
	Ale you sule	you want to remove the user	Nicholas Durice?				
			CANCEL	REMOVE			
			OANGEE	NEMOTE -			

Updating a Users Priority within a Hunt Group

A users priority can be updated when the Group Policy is set to Circular or Regular.

- Circular Calls are distributed to hunt group users in a round robin fashion, starting with the user where the last hunt ended.
 Regular Calls are distributed to users in specific order, always starting with the same user.
- 1. Select a user and drag and drop them where they should fall in priority among the list of users within the hunt group

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Call Forward Settings Voicemail Settings