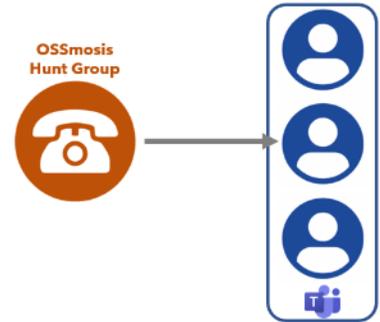


Cisco Hunt Groups with Teams Voice

Issue

Client X builds out several Hunt Groups inside of OSSmosis where all of the members are Teams Enterprise Voice Users. A voicemail box is setup on the OSSmosis Hunt Group, but calls are unable to come back to that voicemail box if the call goes unanswered or all users are busy. Instead, the calls ends up in one of the Teams User's personal voicemail box (whomever has the quickest voicemail setting on their Teams profile).



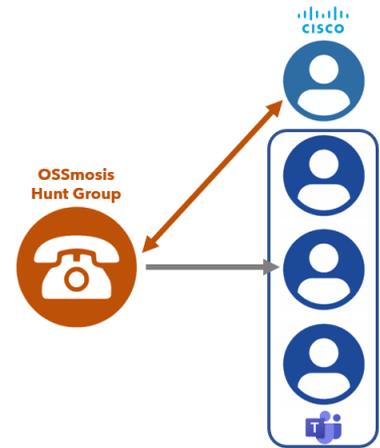
i Since all members within the Hunt Group have their calls being routed out of the MS Teams Enterprise Voice Trunk, we are essentially sending the calls "off platform" to be answered by a Teams endpoint, with no way of getting the call back to Cisco and the voicemail box assigned to the Hunt Group.

Solution

We add another "user" to the Hunt Group(s)...this time a virtual extension DID which will remain on Cisco, not pointed to the MS Teams Enterprise Trunk, which will keep at least a portion of the call "on platform" as the Hunt Group tries to connect with a Teams user in the Hunt Group

i This would be comparable to leveraging Remote Office and having the call also ring to your cell phone. The HPBX seat keeps the call on platform, while we also call an off platform endpoint.

*To ensure all unanswered calls return to the voicemail box of the Hunt Group, the number or rings (seconds) before the call goes to voicemail will need to be LOWER than the Redirect to Voicemail rules setup for each user on their Teams application.



Cisco/Broadsoft Settings in OSSmosis Teams

No Answer Settings

Skip to next agent after

Forward call after waiting seconds
24

Calls Forward to
***557935**

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

If unanswered Voicemail

Ring for this many seconds before redirecting
30 seconds

Call Settings within

Resources

[Call forwarding, call groups, and simultaneous ring in Teams](#)