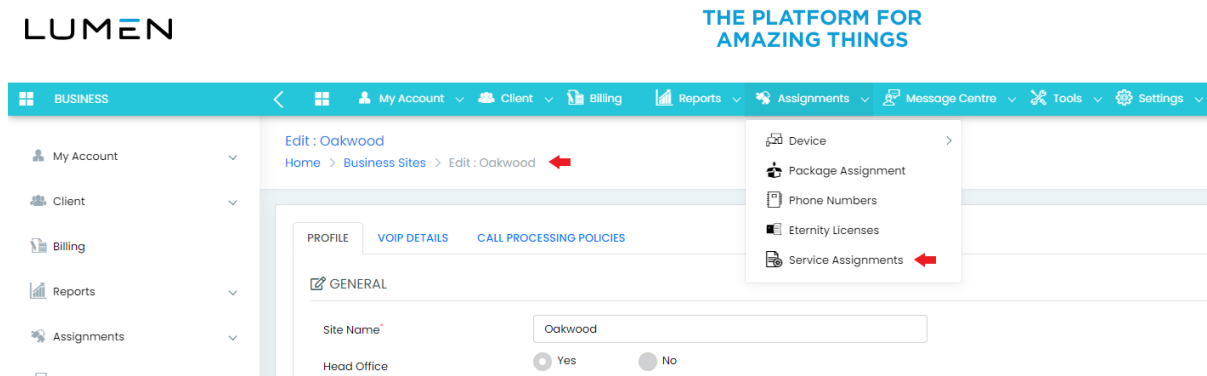# Hunt groups

February 2023

LUMEN

Adding a hunt group

A Hunt Group is a 'group service' rather than a package and required to be assigned at Site level, but still allows users from other sites to be assigned to the HG.
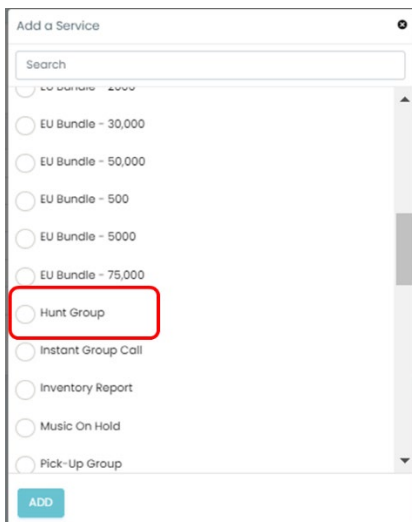
- Select the Site the Hunt Group is going to be created in

Client > Business Site > **'Assignments'(Top Menu) > 'Service Assignments'**

Select **ADD**

Select the "*Hunt Group*" from the Service drop box

Select **ADD**

Complete the following, mandatory fields shown in bold

- **Instance ID** - this is normally the telephone number to avoid conflicts with other users
- **Instance Name –** a recognisable name so that it can be easily searched
- Description – if required

- **Calling Line ID First Name** - will indicate which Hunt Group the call is coming in on
- **Calling ID Last Name** - will indicate which Hunt Group the call is coming in on
- **Input a password and confirm** (this may be used by administrators to access the Hunt Group set up)
- Select the VoIP Telephone number or extension only
- **Extension number for the Hunt Group.**

Select the **'Call Policy'** from the drop down box – Regular, Circular, Simultaneous or Uniform and this will dictate how the calls are delivered (a full description of each type is given in blue). Insert Charge Site and Charge Department if required. The **'No Answer Settings'** can be set to forward calls to another internal or external number, a mobile or voicemail (which would need to be set up as a service on the Hunt Group). If zero is left in the box then the calls will continue to ring out on the Hunt Group number. Remember that call charges will be incurred for any calls that are forwarded to an external number or mobile.

The **'Not Reachable Settings'** allow calls to be forwarded to an alternative number (e.g., in the event of a power loss).

Select one of the following options from the Call Policy control to specify how the system routes incoming calls to agents in the group: Circular – Incoming calls hunt through agents in the order they appear on the list, starting with the agent following the 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 users. Regular – Incoming calls hunt through agents in the order they appear on 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.

Call Policy *	Simultaneous
Charge Department	None
Language	English
Time Zone	(GMT +01:00) Europe/London

NO ANSWER SETTINGS

Forward Call	☑	
Forward Call After Waiting *	100	seconds
Forward Call To Number	1000	

NOT REACHABLE SETTINGS

Enable Call Forwarding Not Reachable	☑
Forward Call To Number	1000
Make Hunt Group busy when all available agents are not reachable	☐

Select the appropriate CLID (Caller Line ID) and Agent Settings (if you have Call Center Agents).

CLID SETTINGS

Use Default CLID Settings	☐
Include Hunt Group Name In CLID	☐

AGENT SETTINGS

|	
Allow Call Waiting On Agents	☑
Allow members to control Group Busy	☐
Enable Group Busy	☐
Apply Group Busy When Terminating Call to Agent	☐

Now you are ready to add users to the Hunt Group. Select each user by using by highlighting their name in the left-hand box and then press Select **ADD**. Or just press **'Add All'** if required.
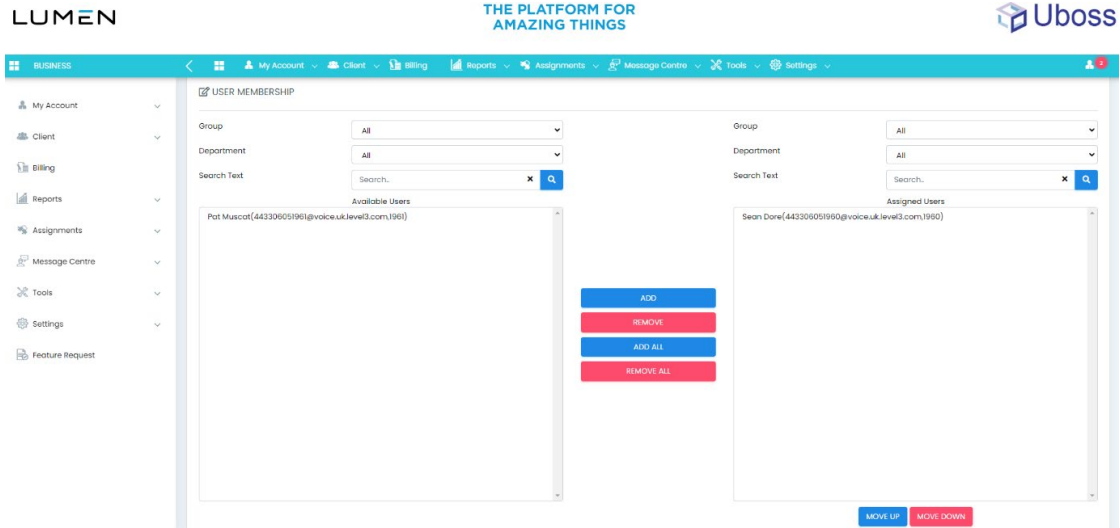
Scroll down to the end of the page and press SAVE .

Your Hunt Group is now active.

Amending a hunt group

If you wish to add/remove any users in future select **'Assignments' -> 'Service Assignments'** and select the existing Hunt Group instance you wish to amend. In the User Membership section just select the

user(s) before pressing ADD or REMOVE .

Remember to press SAVE