

TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR

HUNT GROUP QUICK REFERENCE GUIDE



The Hunt Group service is used to automatically route incoming calls received by a single defined phone number, by distributing them amongst a group of users. Incoming calls to individual extension numbers still remain available.

There are 5 hunt group routing policies which can be defined for how calls are presented to the group.

You have the following options within a Hunt Group Profile that can be changed. Profile, Addresses, Password, Voice Portal, Assign Services

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

ADD A HUNT GROUP

Use the *Group – Hunt Group Add* page to add the basic information for a new hunt group.

1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. Click **Add**
4. 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 ID 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 for incoming calls

The screenshot shows the 'Hunt Group Add' page in the Telstra IP Telephony Customer Group Administrator interface. The page is titled 'Hunt Group Add' and 'Create a new hunt group.' It contains various input fields and options for configuring a new hunt group, including Hunt Group ID, Name, Calling Line ID Last Name, Calling Line ID First Name, Department, Language, Time Zone, and Group Policy. There are also sections for No Answer Settings, Not Reachable Settings, and Calling Line ID Settings. At the bottom, there is a search criteria section and a user selection area with 'Available Users' and 'Assigned Users' lists.

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5. Click the button for the type of policy setup you want

POLICY	DESCRIPTION
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.
Regular	Sends incoming calls to the next available user in the hunt group.
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 <i>Hunt Group – Weighted Call Distribution</i> page

1. The *No Answer Settings* configure how the service behaves if a user does not answer a call
2. 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	Check this box to forward calls that have not been

INPUT BOX	DESCRIPTION
Waiting X seconds	Answered by any user after the specified number of seconds to the phone number specified in the <i>Calls Forward to</i> 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 <i>Forward call after waiting X seconds</i> control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

3. The *Not Reachable Settings* configure how the service behaves if the service is unreachable

INPUT BOX	DESCRIPTION
Enable Call Forwarding Not Reachable	Check this box to have the system pass incoming calls to the defined number if the service is unreachable.
Calls Forward to	Calls are transferred to the specified number.
Make Hunt Group busy when all available agents are not reachable	Check this box to have the system give busy tone when all agents specified for the group are unreachable.

4. The *Calling Line ID Settings* configure how the service will display the CLID

INPUT BOX	DESCRIPTION
Use the system default CLID configuration	Uses the settings defined at the system level (displayed in parenthesis)
Customise the	To use the custom setting defined on this page and check

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INPUT BOX	DESCRIPTION
CLID for this Hunt Group	or uncheck Include the Hunt Group Name in the CLID

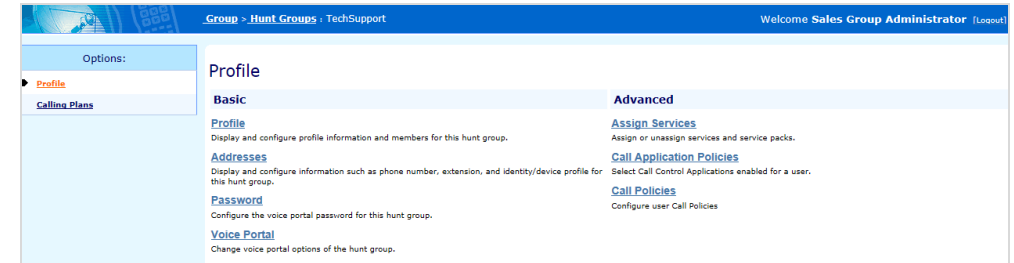
5. Assign users as members for the hunt group
6. To find a desired user, enter search criteria in the fields provided and click **Search**. If your group is part of an enterprise, your hunt group may include any user in the enterprise
7. On the *Available Users* column, select the users to be assigned. 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
8. To assign the selected users, click **Add>**. To assign all users (unselected) at once, click **Add All>>**
9. To save your changes Click **Apply** or **OK**

ASSIGN A PHONE NUMBER TO A HUNT GROUP

1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. Click **Edit** or any item on the row for a call center
4. Click **Addresses**
5. Select a **Phone Number** from the drop down list
The **Extension** will be automatically populated
6. To save your changes Click **Apply** or **OK**

ACCESS THE PROFILE MENU FOR A HUNT GROUP

Use the *Hunt Group – Profile* menu page to add attributes for a new hunt group or to modify attributes for a hunt group.



1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. Click **Edit** or any item on the row for the hunt group.
4. The Profile menu displays

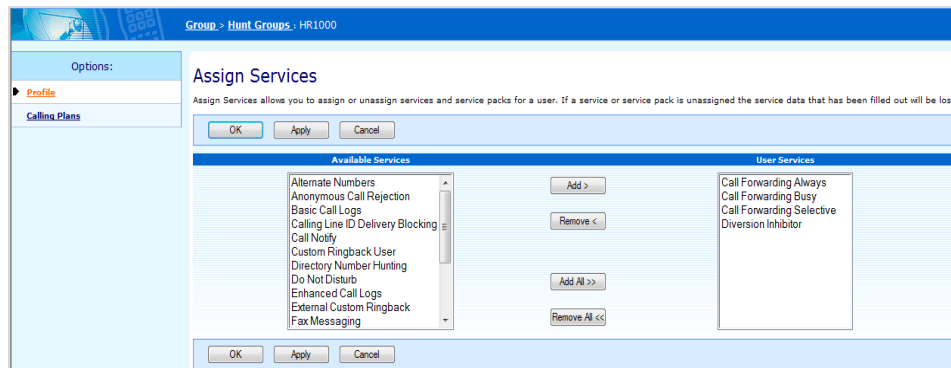
ASSIGN OR UNASSIGN SERVICES

Use the *Hunt Group – Assign Services* page to assign or unassign the services that can be used by a hunt group user.

Note: Once service/s have been assigned you will be required to access the Hunt Group menu and configure the relevant services. Depending on the services assigned they will appear under the Options menu in either Incoming calls, Outgoing Calls or Call Control.

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1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. Click Edit or any item on the row for the hunt group
4. Click **Assign Services**
5. Assign services for the hunt group

On the *Available Services* column, select the services. 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.

6. To assign the selected services - Click **Add>**. To assign all services (unselected) at once, click **Add All>>**

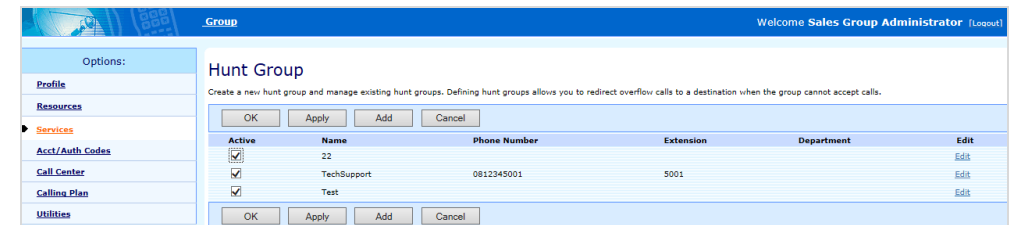
To Unassign services - On the *User Services* column, select the services and click **Remove<**. To unassign all services (unselected) at once, click **Remove All<<**

7. To save your changes Click **Apply** or **OK**

The group and department settings for the Incoming Calling Plan, Outgoing Calling Plan and the Outgoing digit Plan are automatically assigned to the hunt group when it is added and can also be configured from this menu if required

LIST AND ACTIVATE OR DEACTIVATE HUNT GROUPS

To list all current hunt groups and to activate or deactivate a hunt group use the *Group – Hunt Group* page. From this page, you can access the *Profile* menu page for an existing hunt group. Use the *Profile* menu page to add or modify attributes for a hunt group, for example, profile information or password



1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. To activate or deactivate a hunt group, check or uncheck the *Active* box for the hunt group
4. Save your changes. Click **Apply** or **OK**

TO DELETE THE HUNT GROUP

1. On the *Group – Services* menu page
2. Click **Hunt Group**
3. Click **Edit** or any item on the row for the hunt group
4. Click **Profile**
5. Click **Delete**.