

# CUSTOMER CONFIGURATION: HUNT GROUP ADMINISTRATOR'S GUIDE

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## OVERVIEW

### What is a Hunt Group?

A hunt group is a service that automatically processes incoming calls received by a single phone number by distributing them among a group of users or agents.

The Primus Hunt Group service allows you to direct calls to your users using a variety of hunt methods and can be used to route calls externally (via a 10-digit DID) or internally (via extension). Hunt groups are particularly useful in departments with a high volume of short-duration calls (such as receptionist pools) or with a low enough volume of calls that callers are unlikely to need to hold before being answered.

Hunt groups can overflow or time-out to any type of internal service with an extension — Auto-Attendants, individual users, voicemail accounts, or other hunt groups. Because hunt groups can be linked to each other and other services to create complex call flows, it is often helpful to have an idea of how you would like your calls handled if unanswered before beginning configuration. This document will help outline the initial setup, configuration, and various options available. For more advanced configurations, please contact the Primus Technical Support team.

## FEATURES

Each hunt group allows you to assign a group of users to which to distribute calls. No additional licences are required for these users.

The hunt group has four available routing policies, two possible forwarding scenarios, and customizable caller ID presentation for inbound calls.

## CONFIGURATION OPTIONS

The following options must be configured for the hunt group to operate:

### Basic Settings

These settings serve as unique identifiers for the hunt group.

#### Group Name

This field identifies the hunt group for administrative purposes.

## Group Number

This drop down menu lists all of the vacant 10-digit DIDs available to be assigned to your hunt group. This field can be left blank if the hunt group is accessed through a receptionist or auto-attendant, or for internal use only.

## Extension

This field allows you assign an extension to the hunt group for internal routing. This field may not be left blank.

## First and Last Name

The First and Last Name fields provide the information for Calling Line ID presentation on inbound calls.

## Routing Policy

Hunt Groups have the following Routing Policies for handling inbound calls:

- **Regular** – Sends calls to users in the order under 'Assigned Users'. Incoming calls go to the first available person on the list, starting with the first person on the list.
- **Circular** – Sends calls to users in the order under 'Assigned Users'. Incoming calls go to the first available agent on the list, starting after the last user to answer a call.
- **Simultaneous** – Rings all of the users in the hunt group simultaneously; the first user to pick up the ringing phone is connected.
- **Uniform** – Sends calls to users based on who has been idle the longest.

## Time Zone

This option lets you specify the time zone in which you want this hunt group to operate.

## Language

The language option lets you choose the language in which any system generated prompts are played back to the calling party in.

## Allow Call Waiting on Agents

If this is enabled, agents already on calls will still be marked as available to the hunt group and have the option of putting their current call on hold to answer a hunt group call.

## No Answer Settings

These options allow you to specify how calls which are not answered should be handled.

### Skip to next agent after X rings

When enabled on a hunt group using any Ring Policy other than 'Simultaneous,' this option limits the number of times a call will ring on an individual user before hunting to the next available user. Where 'X' is '2,' each available user in the hunt group will be rung twice before the call is sent to the next user.

### Forward call after waiting X seconds

When enabled on a hunt group, this limits the amount of time a call will spend ringing any or all users before being forwarded to a new destination. A forwarding destination can be specified by extension, feature access code + extension (to forward directly to voicemail), or by selecting one of the group's 10-digit DIDs from the drop down menu. Hunt groups may not be forwarded to external destinations.

### Forward Not Reachable settings

When enabled, this allows you to specify a different forwarding destination in the case of all users being on other calls. The same criteria apply as to the 'forward call after waiting' destinations.

### Calling Line ID settings

This toggle allows you to choose to have inbound calls to your hunt group presented to your users with the name of the hunt group included in the Calling Line ID. This is particularly useful if some or all of your users are in multiple hunt groups and may need to tailor their greeting based on which group the call came through.

### Assign Users

All the users in your group appear in the Available Users pane to be added to your hunt group. To move a user or users between the Available and Assigned Users panes, highlight one (click on) or several (using Shift+click for sequential names or Ctrl+click for non-sequential names) and click the single arrow button in the appropriate direction. Using the double arrow buttons will move all users from one pane to the other. Take care to remove any virtual or fax users from the Assigned list when moving users in bulk.

If your Routing policy is set to Regular or Circular, up and down arrows will be visible, allowing you to reorder the users in the Assigned pane to suit your business needs.