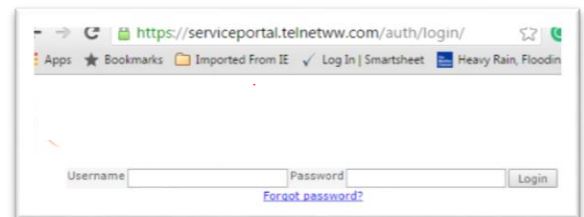# Enhanced Hunt Group
Reference Guide

An Enhanced Hunt Group is designed to ring multiple phones in various sequences. For example, it can ring seven phones at the same time for five rings, and then overflow to a voice mailbox. You choose! Here's how to manage your enhanced hunt group settings:

Login

Log in to the System Admin Service Portal to view or make changes to your Enhanced Hunt Group feature. (Use the credentials TelNet provided with your System Admin Guide.)

1) Go to https://serviceportal.telnetww.com
2) Enter your **Username** and **Password** (from System Admin Guide provided by TelNet) and **Login**.

To view or modify an Enhanced Hunt Group

1) Scroll down and select the **Hunt Groups** section of the System Admin Portal.
2) Click on the **Settings** icon ⚙ to open up options to manage your Hunt Group schedules.
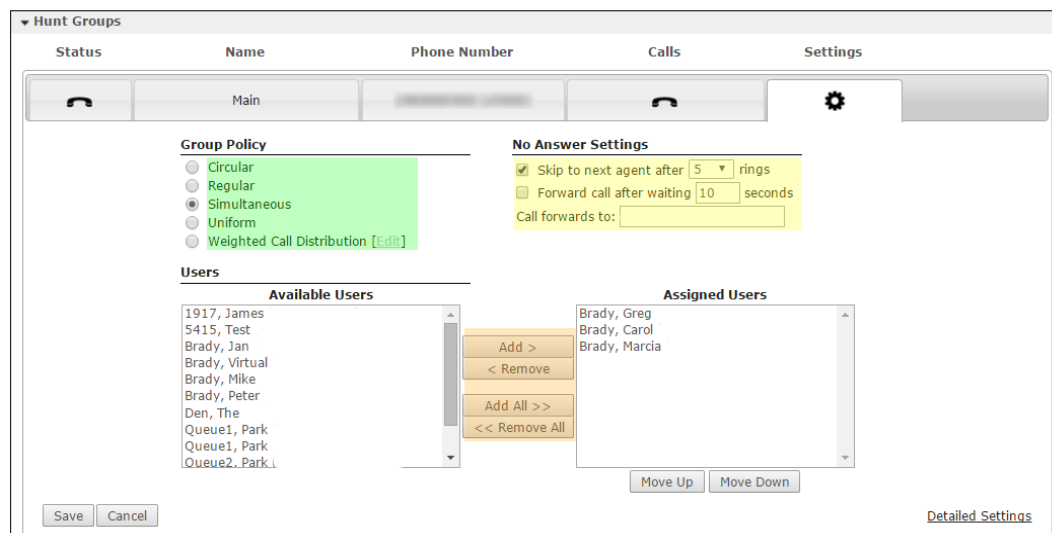
3) Select one of the following Group Policy options to specify how the system routes incoming calls to agents in the hunt group:

- **Circular** - Incoming calls hunt through agents in the order they appear in the **Assigned Users** list, starting with the agent following the last 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 agents.
- **Regular** - Incoming calls hunt through agents in the order they appear in 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 on the hunt group's Profile – Weighted Call Distribution page.

4) Set the No Answer Policy: Specify what the system should do when the call to the hunt group is not answered.

- Check the **Skip to next agent after X rings** box and select the number of rings to ring before unanswered calls are passed on to the next user, as determined by the current Group Policy. *(This applies to all policies except Simultaneous.)*
- Check the **Forward call after waiting X seconds** box to forward calls to the phone number specified in the **Call forwards to...** text box if they have not been answered by any user after the specified number of seconds. Specify number of seconds. (There are approximately 6 seconds per ring.) Enter the phone number or extension to transfer calls to in the **Call forwards to...** text box.

5) To add or remove users from the hunt group list, simply use the **Add >** and **<Remove** buttons at the bottom with the list of **Available Users**.

6) Press the **Save** button to save any changes.