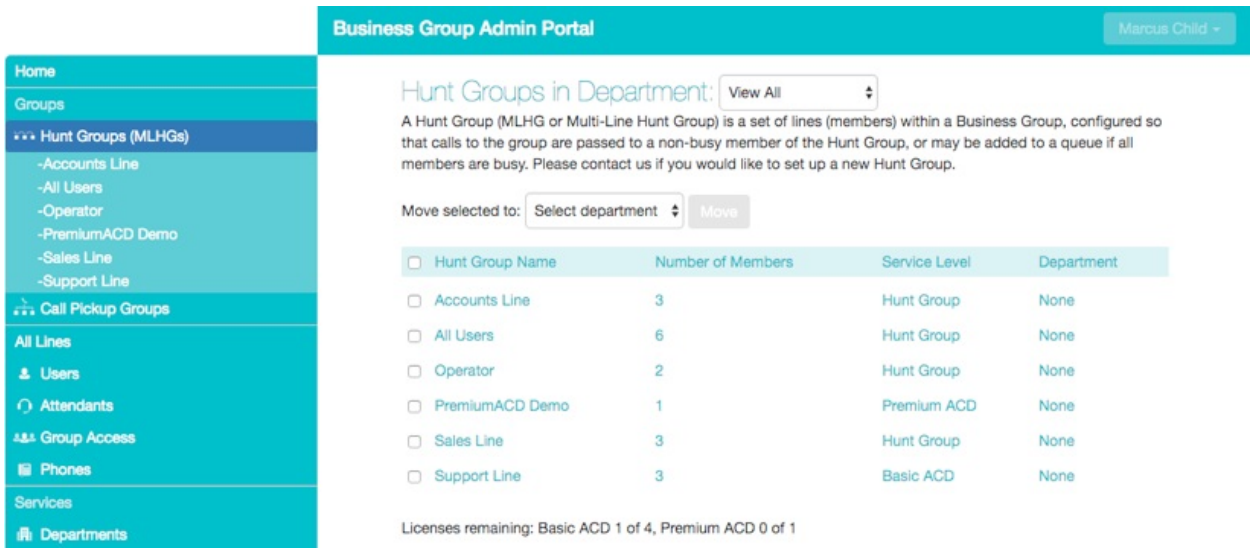
Managing Hunt Groups (Multi Line Hunt Groups (MLHGs))

- Viewing Hunt Groups
- Moving MLHGs to another department
- Viewing and modifying Hunt Groups
- Hunt Group Pilots
- Hunt Group Members
- Settings

Viewing Hunt Groups

The Hunt Groups page displays all of the Hunt Groups in the Business Group or department(s) that you have permission to administer.



To view Hunt Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

Moving MLHGs to another department

To move an MLHG between departments, follow these steps:

1. Select the MLHG using the checkbox to the left of the MLHG.
2. Select the department you wish to move the MLHG to using the drop-down list at the bottom of the page.
3. Click on the Move

Viewing and modifying Hunt Groups

To view the details of a Hunt Group and to modify its settings, select that MLHG by clicking anywhere on its entry on the Hunt Groups screen.

This takes you to a series of tabs for that MLHG.

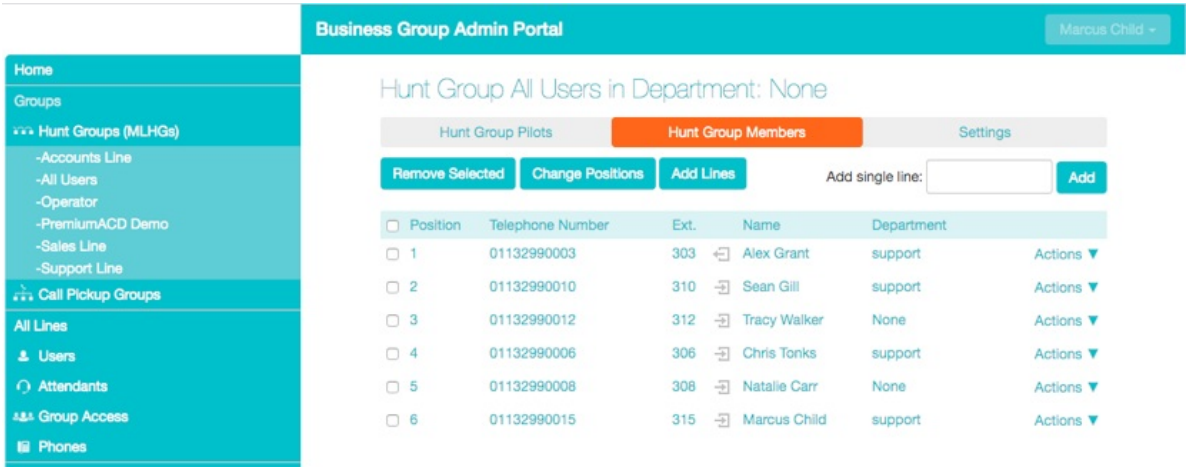
Hunt Group Pilots

The Hunt Groups Pilots tab displays any pilot numbers for this Hunt Group. A pilot number is one which when called, enters this Hunt Group.

Click anywhere on a Pilot Line entry to access the CommPortal interface for this line. This allows you to carry out any configuration on the Pilot line, for example you can enable or disable the Unavailable Call Forwarding service for this line and configure the forwarding number that would be used if all your lines were unavailable, for example because there was a power outage at your site.

Hunt Group Members

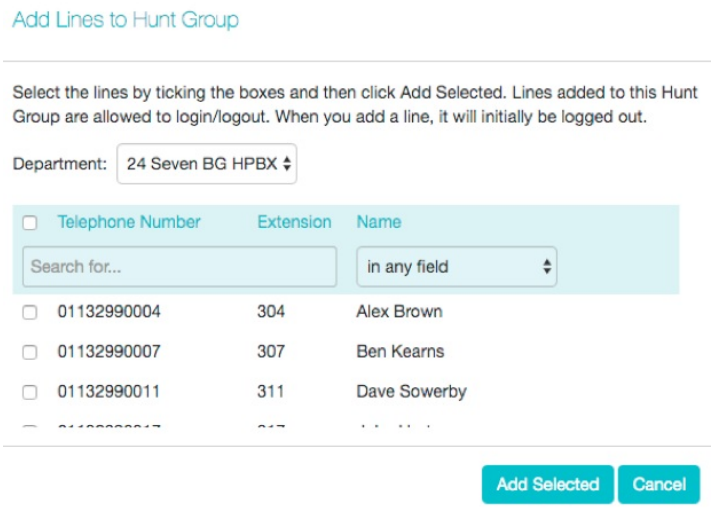
This tab displays all of the lines which are members of this Hunt Group. There is an icon for each line which tells you whether each member is currently logged into this Hunt Group. Your deployment may be configured so that Hunt Groups can contain lines that are external to your Business Group.



Adding lines

- To add lines to the Hunt Group, perform one of the following two steps:
  1. If you know the number, enter it in the text box on the top right and click Add.
     - Note that if you want to add an external line to the Hunt Group, you must add it by specifying its full directory number in the text box. You cannot select from a list because this line is not a member of your Business Group.
     - You cannot add external lines to an MLHG that uses the Integrated ACD service described in 4.

If you don't know the number, click on Add Lines. To select one or more lines to add, use the checkboxes to the left of the lines and click Add Selected



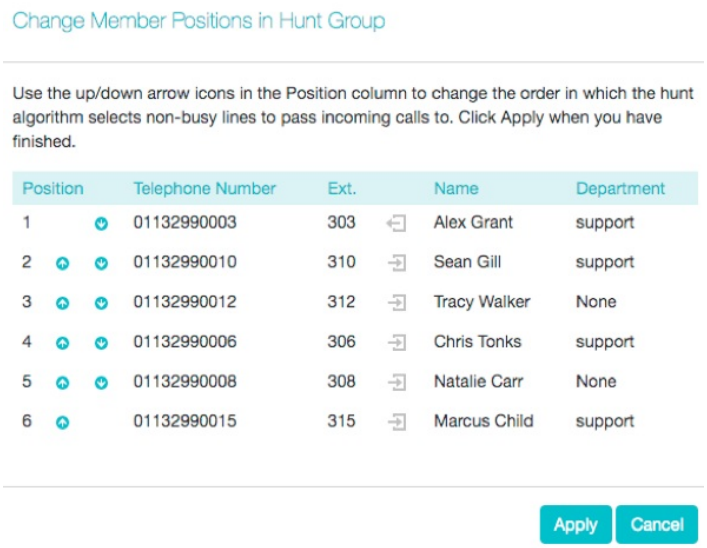
Removing Lines

- To remove a line from the Hunt Group, follow these steps:
  1. Select the line to remove by using the checkbox to the left of it.
  2. Click on the Remove Selected

Changing Positions

- To change the positions of lines within the Hunt Group, follow these steps:

1. Click on the Change Positions
2. Move lines up and down using the icons.
3. Click on Apply.



Settings

The Settings tab lets you view and change various settings for the Hunt Group.

Preferences

The Preferences page allows you to rename the MLHG. To rename the MLHG, follow these steps:

1. Type the new name in the text box.
2. Click on Apply.

Hunt settings

The Hunt Settings page allows you to see the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings.

You can also use a setting on this page to determine whether the Pilot Line's information (DN and name) is delivered as the Caller ID