

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.

| Position | Telephone Number | Ext. | Name | Department | Actions | |
|--------------------------|------------------|-------------|------|--------------|---------|-----------|
| <input type="checkbox"/> | 1 | 01132990003 | 303 | Alex Grant | support | Actions ▼ |
| <input type="checkbox"/> | 2 | 01132990010 | 310 | Sean Gill | support | Actions ▼ |
| <input type="checkbox"/> | 3 | 01132990012 | 312 | Tracy Walker | None | Actions ▼ |
| <input type="checkbox"/> | 4 | 01132990006 | 306 | Chris Tonks | support | Actions ▼ |
| <input type="checkbox"/> | 5 | 01132990008 | 308 | Natalie Carr | None | Actions ▼ |
| <input type="checkbox"/> | 6 | 01132990015 | 315 | Marcus Child | support | Actions ▼ |

Adding lines

- To add lines to the Hunt Group, perform one of the following two steps:
 - 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

Add Lines to Hunt Group

Select the lines by ticking the boxes and then click Add Selected. Lines added to this Hunt Group are allowed to login/logout. When you add a line, it will initially be logged out.

Department: 24 Seven BG HPBX

| <input type="checkbox"/> | Telephone Number | Extension | Name |
|--------------------------|------------------|-----------|--------------|
| <input type="checkbox"/> | 01132990004 | 304 | Alex Brown |
| <input type="checkbox"/> | 01132990007 | 307 | Ben Kearns |
| <input type="checkbox"/> | 01132990011 | 311 | Dave Sowerby |
| <input type="checkbox"/> | 01132990017 | 317 | ... |

Add Selected Cancel

Removing Lines

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

Changing Positions

- To change the positions of lines within the Hunt Group, follow these steps:
 - Click on the Change Positions
 - Move lines up and down using the icons.
 - Click on Apply.

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

| Position | Telephone Number | Ext. | Name | Department |
|----------|------------------|------|--------------|------------|
| 1 | 01132990003 | 303 | Alex Grant | support |
| 2 | 01132990010 | 310 | Sean Gill | support |
| 3 | 01132990012 | 312 | Tracy Walker | None |
| 4 | 01132990006 | 306 | Chris Tonks | support |
| 5 | 01132990008 | 308 | Natalie Carr | None |
| 6 | 01132990015 | 315 | Marcus Child | support |

Apply

Cancel

Revision #1

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