
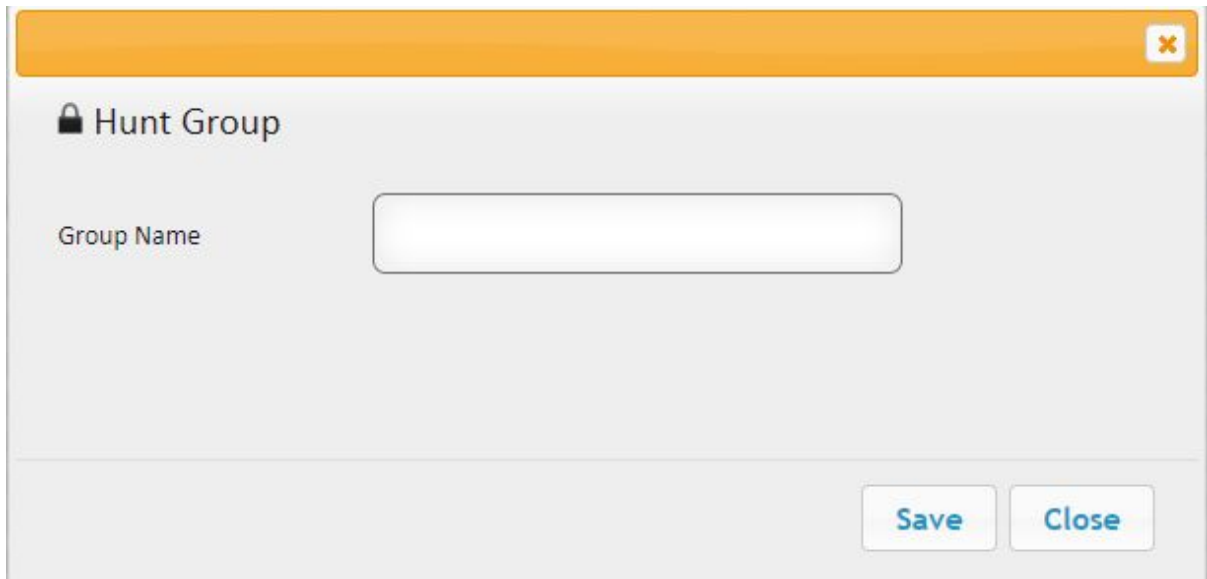

Hunt Groups



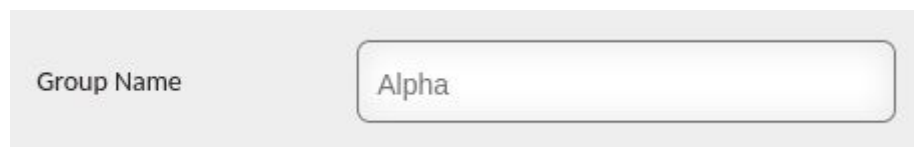
A hunt group is a feature for the IP phone system that distributes calls from a single phone number to a group of numbers in the company. The hunt group is used in such a way that when a customer calls the company's number, the hunt group will connect the call to a group of numbers.

Creating a Hunt Group


1. Press the new button, , the pop-up window will appear as shown below:

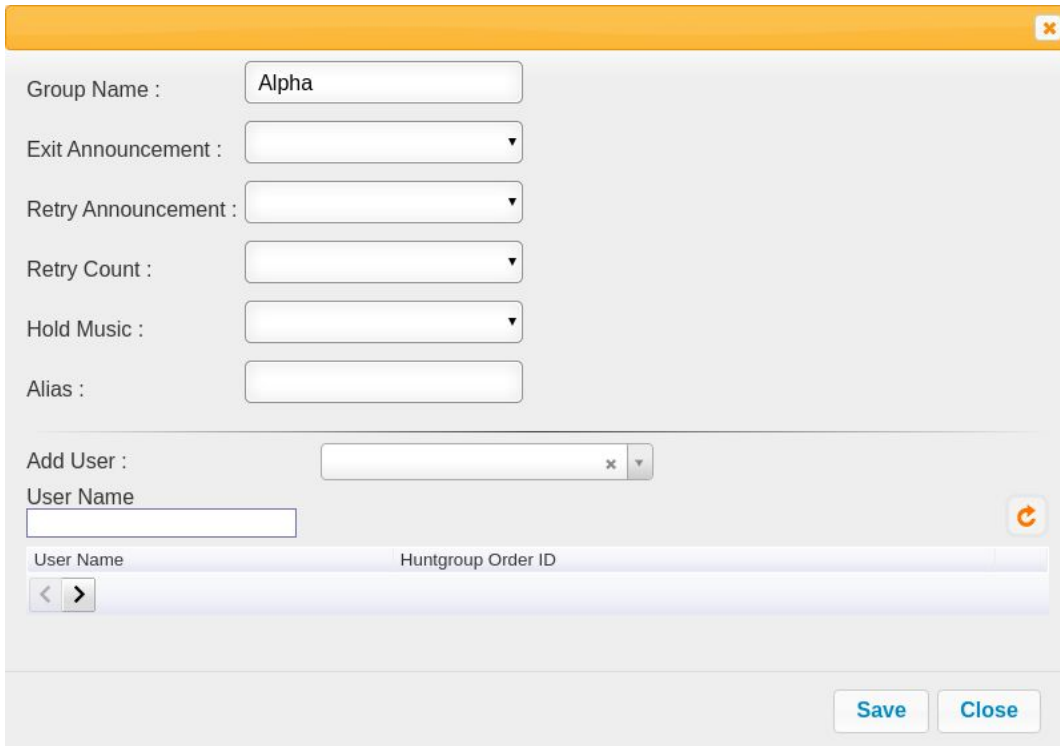
A screenshot of a web-based pop-up window titled "Hunt Group" with a lock icon. The window has an orange header bar with a close button (X) in the top right corner. Below the title, there is a label "Group Name" followed by a text input field. At the bottom right of the window, there are two buttons: "Save" and "Close".

2. Click the group name input box, type the desired Hunt group name, an example is shown below:

A close-up screenshot of the "Group Name" input field from the previous window. The text "Alpha" is entered into the input box.

Note: the hunt group name can be edited at any time.

3. Click the save button, , the following pop-up window will appear:



A pop-up window with an orange header bar and a close button (X) in the top right corner. The form contains the following fields:

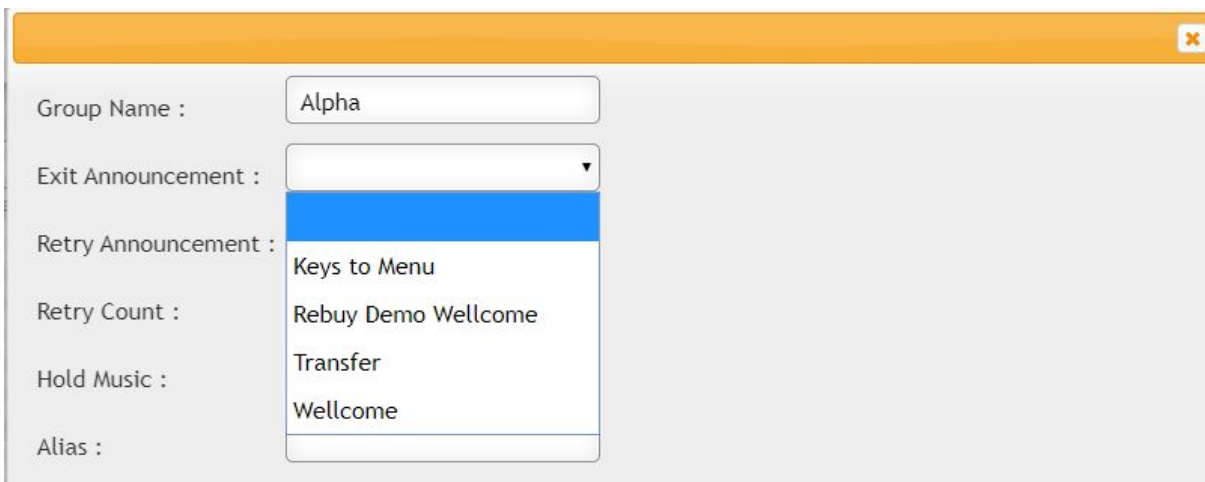
- Group Name :
- Exit Announcement :
- Retry Announcement :
- Retry Count :
- Hold Music :
- Alias :

Below these fields is a section for adding users:

- Add User :
- User Name :
- User Name :
- Huntgroup Order ID :

At the bottom right are two buttons: **Save** and **Close**.

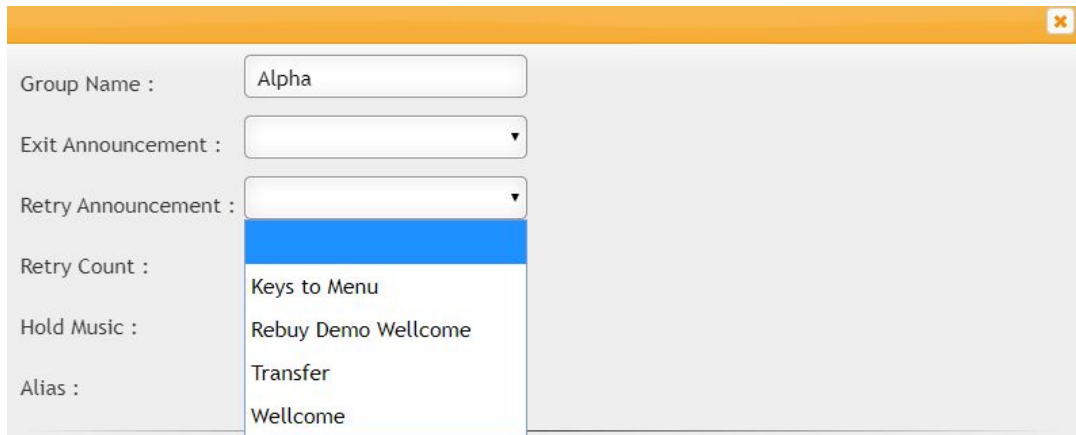
4. Click the announcement input box a dropdown list will appear with created announcements, select the desired announcement (See the Announcement Section for creating a new announcement)



The same pop-up window as above, but with the 'Exit Announcement' dropdown menu open, showing a list of announcements:

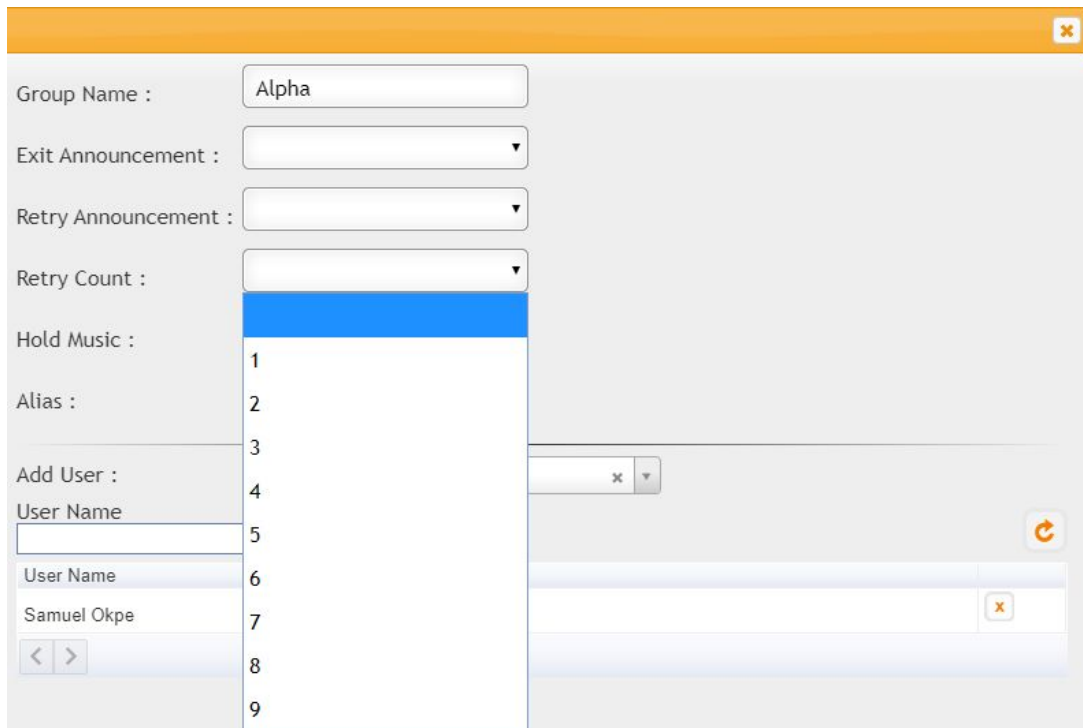
- Keys to Menu
- Rebuy Demo Wellcome
- Transfer
- Wellcome

5. Click the retry announcement input box a dropdown list will appear with created announcements, select the desired announcement (See the Announcement Section for creating a new announcement)



The screenshot shows a configuration window for a hunt group named "Alpha". The "Retry Announcement" dropdown menu is open, displaying a list of announcements: "Keys to Menu", "Rebuy Demo Wellcome", "Transfer", and "Wellcome". The "Keys to Menu" option is currently selected and highlighted in blue.

6. Retry Count: This is the maximum number of attempts it takes to reconnect the caller to the hunt group. It ranges from 1-9 as shown below:




The screenshot shows the same configuration window for the "Alpha" hunt group. The "Retry Count" dropdown menu is open, displaying a list of numbers from 1 to 9. The number "1" is currently selected and highlighted in blue.


7. Select “Hold Music” if desired: This feature keeps the caller occupied while in the queue. (Hold music can be added upon request to the Call Center Studio Team, the sound file must be 16bit mono 8000hz .wav format).



8. In the “Alias” input box type an alias if desired. (Hunt groups are sets of endpoints that share an alias or aliases. Alias makes it possible for registered endpoints to join or leave the hunt group.)

9. Add User: Users are added to the hunt group by pressing the  button on the add user column. The user name search button makes it easy for users to be found. Similarly, the hunt group order ID for users can be changed by using the downward and upward facing arrows.

User Name	Huntgroup Order ID	
Austin	1	



Note: A user can be removed from the hunt group by clicking on the delete button, , located to the far right of the User's name.


demo.callcenterstudio.com says

Cole Melendez user will be removed from group. Do you want to continue?


Cancel

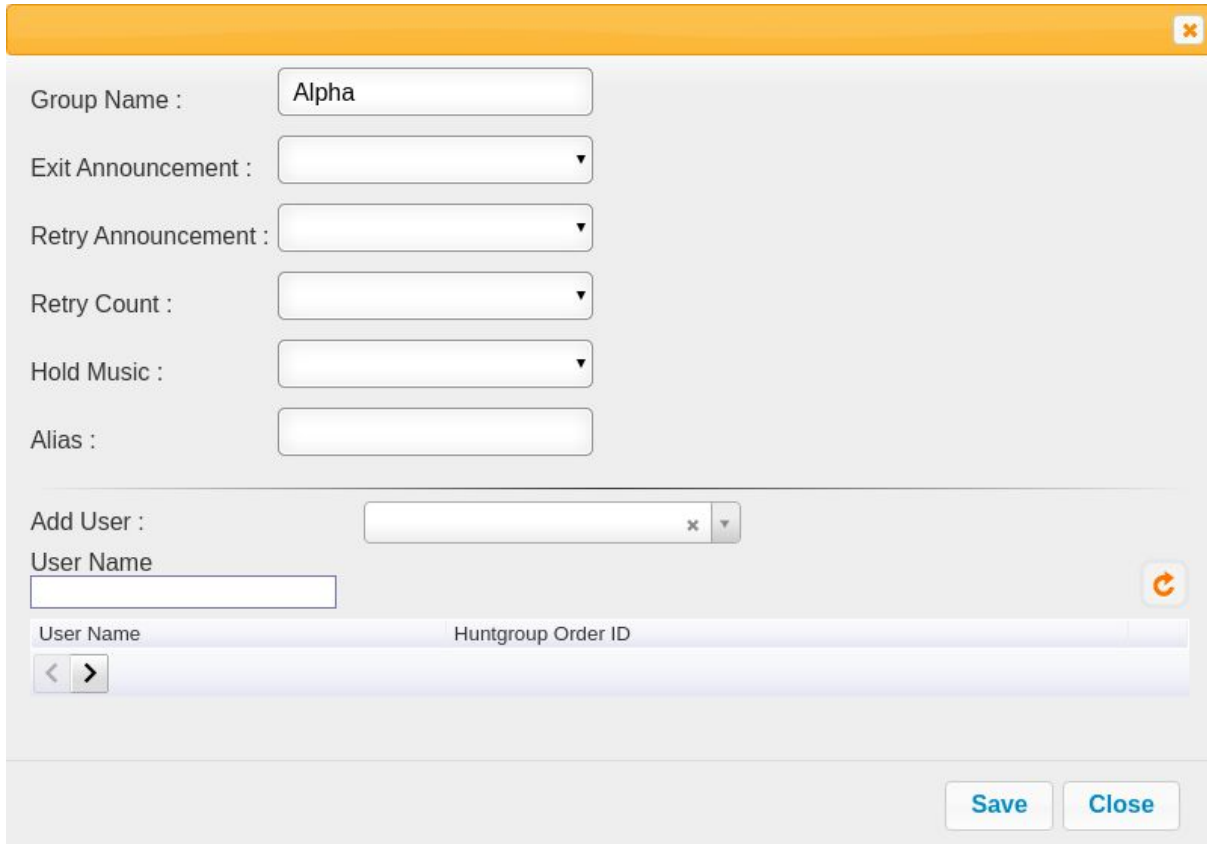
OK

- Selecting the cancel button, , will cancel the deletion.
- Selecting the OK button, , will confirm the deletion.

10. Click the save button, .


Editing a Hunt Group

1. To edit a hunt group, click the edit button, , located on the far right after the “Update Date” column. The following pop-up window will appear:





The screenshot shows a pop-up window titled "Edit Hunt Group" with a close button (X) in the top right corner. The window contains the following fields and controls:

- Group Name :** A text input field containing the value "Alpha".
- Exit Announcement :** A dropdown menu.
- Retry Announcement :** A dropdown menu.
- Retry Count :** A dropdown menu.
- Hold Music :** A dropdown menu.
- Alias :** A text input field.
- Add User :** A button with a plus icon and a dropdown arrow.
- User Name :** A text input field.
- Table:** A table with two columns: "User Name" and "Huntgroup Order ID". The table has a header row and one data row. Navigation arrows are located at the bottom left of the table.
- Buttons:** "Save" and "Close" buttons are located at the bottom right of the window.


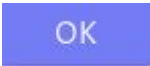
2. Make necessary changes
3. Click the save button, .

Deleting a Hunt Group

1. Click the delete button, , located to the right of the edit button, . The following pop-up window will appear:

demo.callcenterstudio.com says
Alpha user will be removed from group. Do you want to
continue?

CancelOK

- Selecting the cancel button, , will cancel the deletion.
- Selecting the OK button, , will confirm the deletion.

2. Confirm the deletion by clicking the OK button, .

The screen will reload and the deleted hunt group will not be shown.