

Hunt Group Plus

Description

Hunt Group Plus adds enhanced call forwarding functions when applied to the selected Hunt Group through the Business Portal.

Function

The enhanced functionality allows greater flexibility in how a Hunt Group can be deployed by providing the following advanced call forwarding functionality:

- Alternate Numbers
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding Selective
- Calling Plans
- Custom Ringback User
- Do Not Disturb
- Pre-Alerting Announcement
- Selective Call Acceptance
- Selective Call Rejection
- Voicemail

Configuration

Navigate to Sites (Select Site) > Features > Hunt Groups (select Hunt Group if existing or Create a new one by Clicking +Add)

NOTE: You can also navigate to an existing Hunt Group from the Site Dashboard.

- Scroll down to the 'General Settings' box

- Select HuntGroupPlus
- Scroll Down and Click Save

Configure the Settings

- Select Feature Settings from the Hunt Group Settings box on the right-hand side to see all of the available options:

Feature Settings

1

Alternate Numbers

Configure

1

Call Forwarding

Configure

1

Call Forwarding Selective

Configure

1

Calling Plans

Configure

1

Custom Ringback User

Configure

1

Do Not Disturb

Configure

1

Pre-alerting Announcement

Configure

1

Selective Call Acceptance

Configure

1

Selective Call Rejection

Configure

1

Voicemail

Configure

Alternate Numbers

Allows a single Hunt Group to accept incoming calls from up to 10 other incoming numbers not already assigned to a user or feature, ideal for when a single group of people are to manage multiple call presences. All calls made to an Alternate Number will be seen in the CDR's. There is a choice of 4 Distinctive Ring Patterns that can be assigned to each Alternate Number to assist Hunt Group Users in distinguishing audibly between the Alternate Numbers being dialled.

Features

Feature Assignment

Profile

Device Management

Site Feature Settings / Hunt Groups / support Feature Settings / Alternate Numbers

Alternate Numbers

☒ Use Distinctive Ring Patterns

Numbers

+ Add

| Alternate Number | Extension | Ring Pattern |
|----------------------------|-----------|--------------|
| No Alternate Numbers Found | | |

Cancel

Save

Call Forwarding Always

Useful for important numbers where Disaster Recovery scenarios are important. The Reseller or a Group Administrator can access the Business Portal to divert the Hunt Group to another number and/or location if the office is inaccessible to employees, (weather, traffic, building closures etc), seamlessly maintaining service.

Site Feature Settings / Hunt Groups / live2016HG Feature Settings / Call Forwarding

Call Forwarding

Always Settings

☐ Always Forward Calls

☐ Play Ring Reminder When Forwarding

* Forward To

Telephone Number / SIP URI

Busy Settings

☐ Forward Calls When Line Is Busy

* Forward To

Telephone Number / SIP URI

Cancel

Save

Call Forwarding Busy

During high call volume periods when all Hunt Group users are on a call the Hunt Group call can be forwarded to another destination.

Site Feature Settings / Hunt Groups / live2016HG Feature Settings / Call Forwarding

Call Forwarding

Always Settings

☐ Always Forward Calls

☐ Play Ring Reminder When Forwarding

*** Forward To**

Busy Settings

☐ Forward Calls When Line Is Busy

*** Forward To**

Cancel

Save

Call Forwarding Selective

Allows granular call forwarding based on Time Schedules and incoming CLI. Forward VIPs based on their incoming CLI to another group or a supervisor. Forward calls based on a Time Schedule to another destination which is very useful if your customer requires after hours calls to be handled by on call personnel.

Site Feature Settings / Hunt Groups / support Feature Settings / Call Forwarding Selective

Call Forwarding Selective

☐ Turn On Call Forwarding Selective

*** Default Forward To Number/SIP URI**

☐ Play A Short Ring When A Call Is Forwarded

Rules

+ Add

| | Status | Description | Time Schedule |
|------------------------------------------|--------|-------------|---------------|
| No Call Forwarding Selective Rules Found | | | |

Cancel

Save

Calling Plans

Calling Plans can be used to block calls from pre-defined locations. It can be used with the 'Site' Calling Plan feature, where you can define dialling codes or individual numbers you wish to block from accessing the users in the Hunt Group.

Site Feature Settings / Hunt Groups / support Feature Settings / support Incoming Calling Plan

Incoming Calling Plans

☐ Custom Settings

Within Group

Outside Group

Collect Calls

Overs

Cancel

Save

Custom Ringback User

This feature allows a Hunt Group to play alternative audio to all calls made to the Hunt Group. This replaces the traditional ringing audio that the user would hear.

Company: BTW Product Line
Site:

Features > Hunt Groups

Site Feature Settings / Hunt Groups / Testsdtds Feature Settings / Custom Ringback User / New Custom Ringback User Rule

Custom Ringback User

Add New Rule

*** Description**

Time Schedule

Cancel

Save

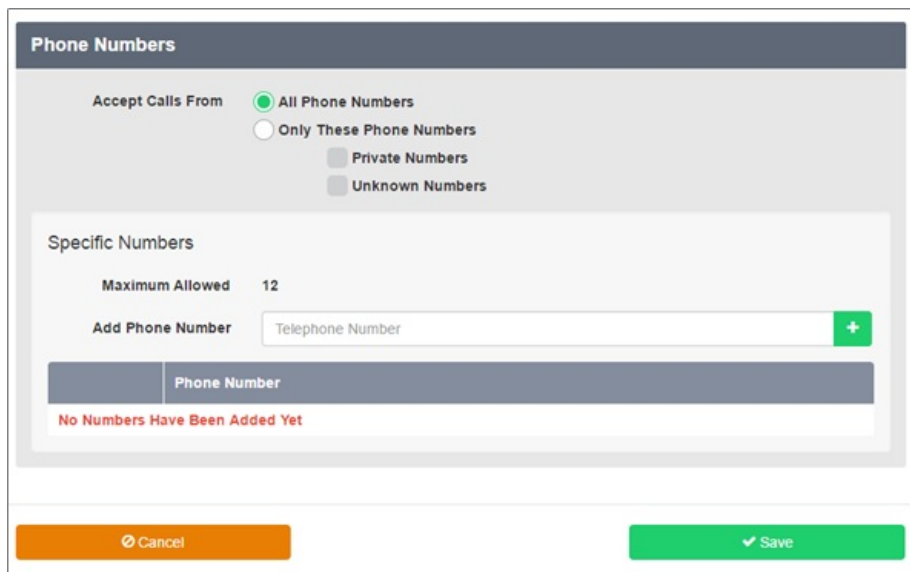
Save & Add More Details

To configure Custom Ringback User, follow these steps:

- Select the Configure button against Custom Ringback User.
- Select the +Add button
- Enter a Description.
- Select a Time Schedule, selecting the Every Day All Day (Employee) option will play the announcement every day at any time, subject to further rules

defined below,

- Select Save & Add More Details to upload the audio file and restrict Ringback to specific call types.
- Upload a pre-recorded File, up to a maximum file size of 5Mb but please ensure the length of the message is no longer than 60 seconds. If the message is longer then calls may be cut-off before they are answered.
- If adding call type restrictions,
- Select Only These Numbers, followed by Private Numbers if you want to only play the announcement to withheld numbers.
- Select Only These Numbers and Unknown Numbers if you want to block unknown numbers.
- Type in a specific number into the Add Phone Number box and select the + button. You can add up to 12 specific numbers.
- Once finished, select the Save



The 'Phone Numbers' configuration screen has a dark header with the title 'Phone Numbers'. Below the header, there's a section 'Accept Calls From' with two radio buttons: 'All Phone Numbers' (selected) and 'Only These Phone Numbers'. Under 'Only These Phone Numbers', there are two checkboxes: 'Private Numbers' and 'Unknown Numbers'. Below this is a 'Specific Numbers' section with a 'Maximum Allowed' value of '12'. There's an 'Add Phone Number' section with a text input field labeled 'Telephone Number' and a green '+' button. Below the input field is a table with one header row 'Phone Number' and one data row containing the text 'No Numbers Have Been Added Yet'. At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

Do Not Disturb

Do Not Disturb can be set on the selected Hunt Group which will block all inbound calls and play a busy tone back to the caller. Do Not Disturb will take precedence and override any other call forwarding feature or any other Hunt Group settings.

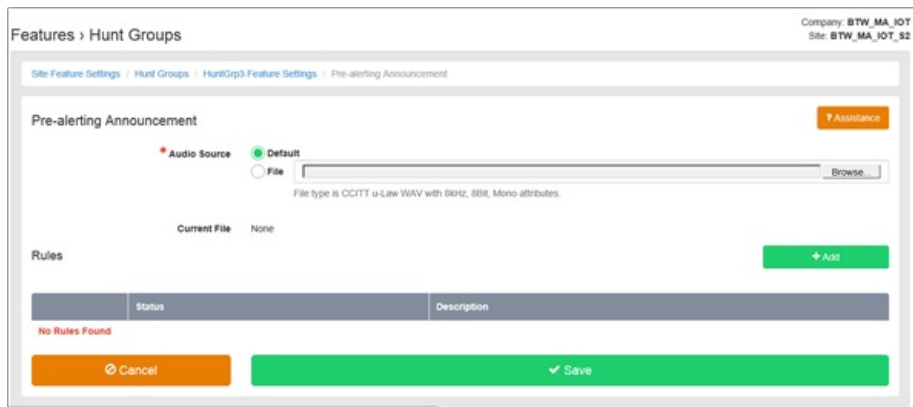


The 'Do Not Disturb' configuration screen has a dark sidebar with icons for 'Features', 'Feature Assignment', 'Profile', and a home icon. The main content area has a breadcrumb trail: 'Site Feature Settings / Hunt Groups / support Feature Settings / Do Not Disturb'. Below the breadcrumb, there's a section 'Do Not Disturb' with two checkboxes: 'Turn On Do Not Disturb' and 'Play A Short Ring When A Call Is Blocked'. At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

NOTE: The 'Play A Short Ring When A Call Is Blocked' feature is not active within a Hunt Group so please do not select.

Pre-alerting Announcement

This feature allows a Hunt Group to play a pre-recorded announcement to callers, ahead of any of the Hunt Group users being alerted (ringing). Pre-alerting can be created with a defined Time Schedule and optional Holiday Schedule, so that it only plays the alert at set times and days. In addition the administrator can choose to play the alert to select number/number types.



The 'Pre-alerting Announcement' configuration screen has a dark header with the title 'Features > Hunt Groups'. In the top right corner, it says 'Company: BTW_MA_IOT' and 'Site: BTW_MA_IOT_S2'. Below the header, there's a breadcrumb trail: 'Site Feature Settings / Hunt Groups / HuntGrp3 Feature Settings / Pre-alerting Announcement'. Below the breadcrumb, there's a section 'Pre-alerting Announcement' with a '7 Assistance' button. There's a 'Audio Source' section with two radio buttons: 'Default' (selected) and 'File'. Below 'File' is a text input field and a 'Browse' button. Below the input field, it says 'File type is CCITT u-Law WAV with 8KHz, 8000, Mono attributes.' Below this is a 'Current File' section with a dropdown menu showing 'None'. Below the dropdown is a 'Rules' section with a green '+ Add' button. Below the '+ Add' button is a table with two columns: 'Status' and 'Description'. Below the table, it says 'No Rules Found'. At the bottom, there are two buttons: 'Cancel' (orange) and 'Save' (green).

To configure follow these steps:

- Select the Configure button against Pre-alerting Announcement
- Upload a pre-recorded File, up to a maximum file size of 5Mb but please ensure the length of the message is no longer than 60 seconds. If the message is longer then calls may be cut-off before they are answered.
- Select the Save button to play this announcement to all callers. Alternatively you can add rule/s by selecting the +Add button – you can create more than 1 rule.
- Enter a Description for the rule.
- Select Play pre-alerting announcement. Alternatively you can select Do not play pre-alerting announcement if you want to create a rule where you perhaps play the announcement to everyone as standard, but don't play it to select numbers.
- Select a Time Schedule, selecting the Every Day All Day (Employee) option will play the announcement every day at any time, subject to further rules defined below,
- Select a Holiday Schedule, if one has been created, to only play the announcement on set days.
- Select Save & Add More Details if you want to restrict announcement to specific call types.

Add New Pre-alerting Announcement Rule

Description

Test Rule

Play Announcement

Play pre-alerting announcement

Do not play pre-alerting announcement

Time Schedule

Every Day All Day (Employee)

Holiday Schedule

None

Cancel

Save

Save & Add More Details

If adding call type restrictions,

- Select Only These Numbers, followed by Private Numbers if you want to only play the announcement to withheld numbers.
- Select Only These Numbers and Unknown Numbers if you want to block unknown numbers.
- Type in a specific number into the Add Phone Number box and select the + button. You can add up to 12 specific numbers
- Once finished, select the Save

Phone Numbers

Accept Calls From

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

Specific Numbers

Maximum Allowed

12

Add Phone Number

Telephone Number

+

Phone Number

No Numbers Have Been Added Yet

Cancel

Save

Selective Call Acceptance

Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Acceptance determines which incoming numbers are allowed to call the Hunt Group. Only numbers in the list will be answered by the Hunt Group users. Callers from all other numbers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls. A Time Schedule can be applied to only accept calls during certain time periods.

Features

Feature Assignment

Profile

Device Management

Site Feature Settings / Hunt Groups / support Feature Settings / Selective Call Acceptance

Selective Call Acceptance

Rules

+ Add

Status

Description

Time Schedule

No Rules Found

Cancel

Selective Call Rejection

Using the incoming CLI of the caller and the Time Schedule, if one is applied, Selective Call Rejection performs a call screen function that determines which incoming numbers are not allowed to call the Hunt Group. Prevent your Hunt Group users from receiving nuisance calls from known numbers ensuring that they are available for customers. Numbers in the list will not be answered by the Hunt Group users. Callers will be presented with a system announcement informing them that the number they are trying to reach is not accepting calls. A Time Schedule can be applied to only reject calls during certain time periods.

The screenshot shows the 'Selective Call Rejection' configuration page. On the left is a sidebar with icons for Features, Feature Assignment, Profile, and Device Management. The main content area has a breadcrumb trail: 'Site Feature Settings / Hunt Groups / support Feature Settings / Selective Call Rejection'. Below this is the title 'Selective Call Rejection'. Under the title is a 'Rules' section with a green '+ Add' button. Below the 'Rules' section is a table with columns: 'Status', 'Description', and 'Time Schedule'. The table is currently empty, with the text 'No Rules Found' displayed below it. At the bottom of the table area is an orange 'Cancel' button.

Voicemail

Attach a voicemail box to a Hunt Group and allow certain call types/conditions to be forwarded to a dedicated voicemail box and avoid missing customer calls.

The screenshot shows the 'Voicemail' configuration page. At the top, it says 'Features > Voicemail'. Below this is a section titled 'Voicemail'. It contains several settings: 'Turn On Voicemail' (checked), 'Direct Calls' (radio buttons for 'Send All Calls To Voicemail' and 'Send Calls To Voicemail When...'), 'Line In Busy' (checked), 'There Is No Answer' (checked), 'Number of Rings Before Greeting' (set to 3), 'Greeting' (radio buttons for 'System' and 'Personal'), and 'Auto Deletion' (checkbox). Below these settings is a 'Voicemail-to-email' section with an 'Email Address' input field and a green '+ Add' button. Below the input field is a checkbox for 'Email voicemails only' with a note: 'At least one forwarding email is required to enable email voicemails only configuration.' At the bottom, there is a table with columns 'Email Address' and 'Status'. The table is empty, with the text 'No email addresses have been added yet.' displayed below it. There is a red 'Delete' button at the bottom left.

Incoming calls to the mailbox are sent to voicemail once they meet the criteria set by the administrator from within the Hunt Group voicemail settings page on the Business Portal. The caller is then played a greeting, system or personal, and once they have left a message they can hang up the phone to leave the message. For further options they can press # to access the following options:

- Record the message again – press 1
- Review the message – press 2
- Deposit the message – hang-up the phone

The maximum length for a single voicemail is 5 minutes.

Voicemails are stored on the IC-Talk 3 voicemail server and converted to an mp3 file if forwarded to an email address. Where a voicemail is elected to be sent to an email address, this is as a carbon copy, and the original will stay on the server until deleted by the administrator. Alternatively the administrator has two further options:

- Auto Delete – selecting this will delete the oldest voicemail if a new one comes in and the voicemail box is at capacity.
- Email voicemails only – selecting this will automatically remove voicemails from the server, ensuring there is always space for new voicemails.

Administrators can choose to manually delete messages using the following method:

- Directly from the Business Portal Hunt Group voicemail page

The maximum storage capacity per voicemail box is 30 minutes.

When the administrator receives a new voicemail, they can be notified by the following means:

- Business Portal – the Hunt Group Voicemail page will display total number of Read and Unread voicemails.
- Voicemail-to-email – the administrator can choose to have the voicemail immediately emailed over as an mp3 file.

To turn on Voicemail, simply check the Turn on Voicemail box.

Voicemail

 **Turn On Voicemail**

Feature settings from the Business Portal

To configure what happens when a call is placed into the Hunt Group, select from the following:


- Send All Calls To Voicemail – this will put all calls immediately to voicemail
- Send Calls To Voicemail When...:
 - Line Is Busy – if all agent are busy then the call will be sent to voicemail
 - There Is No Answer – if no one picks up after the set amount of rings set in the Hunt then calls will overflow to voicemail
- Greeting:
 - System – uses a standard system generated greeting that will be played to callers
 - Personal - upload a personal greeting using the Choose file button.
- Auto Deletion - where Voicemails are retained on the platform, an option is available to delete the oldest voicemail if a new one comes in and the box is at capacity.
- Voicemail-to-email - Enter an email address/s, followed by the + button, to have voicemails sent as a MP3 to a user's or a central voicemail box. Please note, only a Company Admin or Group Admin can see this setting currently, CP Admins are unable to configure this.
 - Email voicemails only – selecting this will automatically remove voicemails from the server, ensuring there is always space for new voicemails.

Accessing Voicemails from the Business Portal

A Company or Group Administrator can use the visual voicemail service to manage the Hunt Group voicemails via the Business Portal. Click on Voicemail from the right-hand side within the Hunt Group settings box.

From here they can see a list of all Voicemails along with:

- Calling Number – details the calling number that has left the voicemail
- Type – determines if this is a Voicemail or a Fax Message (where enabled)
- Message – choose to play the voicemail through your PC speakers, pause it, stop it and advanced forwards and backwards throughout the message
- Time – date and time stamps of when the voicemail came in
- Duration – displays in seconds the length of the voicemail

| Voicemails | | | | | |
|--------------------------|----------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------|
| | Calling Number | Type | Message | Time | Duration (s) |
| <input type="checkbox"/> | 08003209393 | Voice |   0:00 6:58 | Wed Aug 10 15:20:58 BST 2016 | 6 |
| <input type="checkbox"/> | 08003209393 | Voice | | Wed Aug 10 15:19:12 BST 2016 | 12 |
| <input type="checkbox"/> | 08003209393 | Voice | | Wed Aug 10 15:17:35 BST 2016 | 5 |

 Delete

The administrator can choose to do the following with the Business Portal audio file:

- Listen to message
- Stop the message
- Pause the message
- Scroll back through the message
- Scroll forward through the message
- Repeat the message
- Delete the message (this will remove the message from the voicemail server)

Accessing Voicemails from Email

If the setting is selected in the feature setting, then voicemails will be sent to a nominated email address/s. The user can choose to do the following with the MP3 audio file:

- Listen to message
- Repeat the message
- Erase the message (this will only erase from the email account)
- Store the message locally or upload to a CRM system
- Forward the message to another email recipient

Message  08003289393 (3 second(s)) voicemail.mp3 (13 KB)

You received a new voicemail from 08003289393

Message received at DATE: 17-Aug-2016 TIME: 13:04:45

If you require any assistance then please contact your service provider.

Posted by: Darren M - Mon, Feb 15, 2021 at 3:55 PM. This article has been viewed 3428 times.

Online URL: <https://kb.ic.uk/article/hunt-group-plus-351.html> (<https://kb.ic.uk/article/hunt-group-plus-351.html>)