



How to Configure Hunt Groups

A Hunt Group is a service that allows multiple Users or agents to answer incoming calls from a single line.

There are two options for modifying your Hunt Group, first from the **Dashboard** (high level configuration), and second from the **Group Services** tab (detailed configuration).

Note: Only an Administrator with my.megapath.com administrative permissions will be able to access the Hunt Group configuration.

Follow these steps to modify a Hunt Group:

1. Log in to the **Customer Portal** (<https://my.megapath.com>)
2. Select **Voice** under Services
3. Click **Manage Now** (Voice Administration)
4. In the **Group** dropdown, select the **Group (grp_)** that you wish to modify
5. On the **Dashboard** Click the Hunt Group you wish to modify
6. Click **Settings**
7. Modify settings as you wish
8. Click **Save**

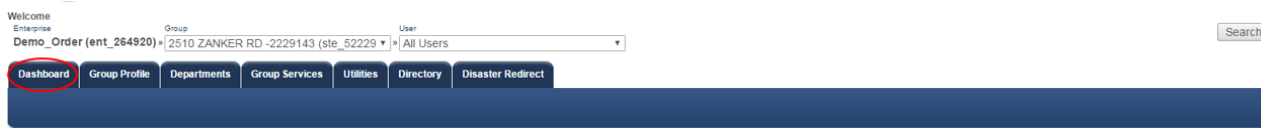


Group (grp_)

The (grp_) group is where your **Group Services** are accessed. When you select the (grp_) group, the Group Services Dashboard is displayed.

Dashboard

The Dashboard is a list of your Group level services.



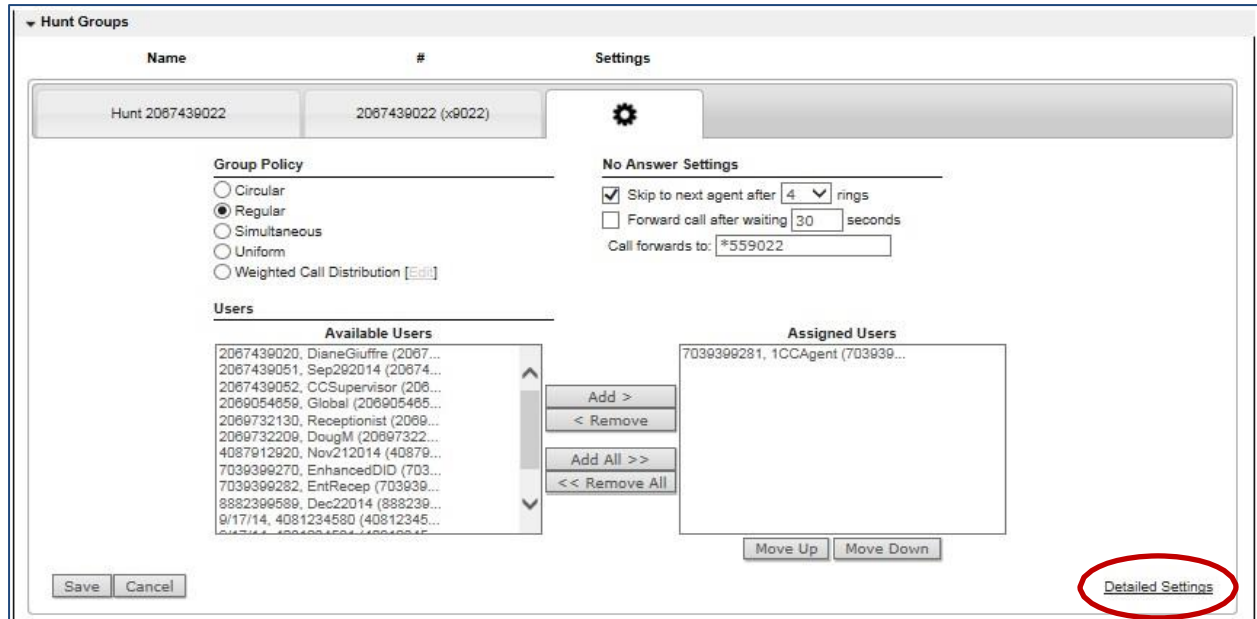
To update Hunt Group Settings:

1. Locate **Hunt Groups** on the Dashboard
2. Click the **Settings** tab



From the Dashboard you can configure these settings:

- › Group Policy
- › No Answer Settings
- › Add/Remove Assigned Users (and move them up or down in the queue)



If the configuration you need to modify is not on Settings page, click **Detailed Services** link at the bottom of the page, or click the **Group Services** tab.



Group Services Tab

Hunt Group Profile

1. Click the **Group Services** tab
2. Select **Hunt Group** from the left navigation menu
3. Select the Hunt Group to be modified in the **Hunt Group** dropdown



The Hunt Group page has the following sections:

- › Profile Settings
- › No Answer Settings
- › Users
- › Call Policies

Profile Settings

The Hunt Group Profile page allows you to view the Hunt Group ID, and update the following:

- › Name
- › Calling Line ID Last Name
- › Calling Line ID First Name
- › Department
- › Language
- › Time Zone
- › Allow Call Waiting on agents
- › Group Policy



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Welcome
Enterprise Group Auto Attendant User
Demo_Order (ent_264920) Demo_Order (grp_270336) Auto Attendant 4082659625 (a) All Users

Search

Profile Calling Features Utilities

Profile

Profile Settings

Hunt Group ID:	hg_6759207
* Name:	<input type="text" value="Hunt 2067439022"/>
* Calling Line ID Last Name:	<input type="text" value="2067439022"/>
* Calling Line ID First Name:	<input type="text" value="Hunt"/>
Department:	<input type="text" value="None"/>
Language:	<input type="text" value="English"/>
Time Zone:	<input type="text" value="(GMT-08:00) (US) Pacific Time"/>
	<input type="checkbox"/> Allow Call Waiting on agents
Group Policy:	<input type="radio"/> Circular
	<input checked="" type="radio"/> Regular
	<input type="radio"/> Simultaneous
	<input type="radio"/> Uniform
	<input type="radio"/> Weighted Call Distribution <input type="button" value="Edit"/>

Allow Call Waiting on agents

When the Call Waiting on agents is checked, agent hears a call waiting beep when new call comes in.

Group Policy

Select one of the Group Policies based on your business need. Click the radio button next to the group policy desired.

Group Policy Definitions

- › **Circular:** Incoming calls hunt through agents in the order they appear in the 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.

No Answer Settings

No Answer Settings – What you want to happen when no one answers.

No Answer Settings

Skip to next agent after rings

Forward call after waiting seconds

Call forwards to:

Choose from the options based on your business need:

- › Skip to the next agent after a configurable number of rings (choose from the dropdown)
- › Forward call after waiting a configurable number of seconds – check the box and enter a number in the field
- › Calls forwards to. If the forwarding option is used, a phone number or extension must be entered in the field provided. In this example, the calls are forwarded to the voicemail of extension 9022. The *55 command sends a call directly to voicemail.

Users

The Users section allows you to add or remove users to your Hunt Group.

Users

Group ID: Department:

Last Name: First Name:

Available Users	Assigned Users
	7039399281, 1CCAgent (7039399281)



To select the Users that need to belong to the Hunt Group:

Use the search criteria, and then click **Search** to locate the Users matching this criterion. To display all users, click the Search button without entering search criterion.

Using either of these methods, the Users will be displayed in the **Available Users** box. To move Users from Available Users to Assigned Users, use the **Add** or **Add All** buttons. Similarly if you need to remove a User from the Assigned Users, use the **Remove** or **Remove All** buttons.

You can also move Users up or down in the Assigned Users list by using the **Move Up** or **Move Down** buttons. These options move a User up or down in the queue.

To save changes click **Save**.

Call Policies

View and/or make modification to Call Policies for the User.

Call Policies
View or modify Call Policies for the User

Connected Line Identification Privacy on Redirected Calls: No Privacy
 Privacy For External Calls
 Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls: Never
 Internal Calls
 All Calls