

Hunt Groups

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A Hunt group is used to ring a specific group of users in a predetermined pattern within or across locations. As business needs change, the admin can adjust the Hunt Group settings.

Modifying a Hunt Group

Administrators can set up and modify Hunt Groups within the admin portal. To view and modify a hunt group, follow these steps:

1. From the group dashboard, select **Hunt Group** under Group Services.



A list of the Hunt Groups assigned to this group/location are displayed.

2. Select the Hunt Group you would like to modify. The left-hand navigation refers to the settings available to modify.

Spectrum

Enterprise Voice Management Portal (Blynk.admin)

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Filter Results

First Name	Last Name	User Id	Phone Number	Extension	Department	Weight
Suzanne	Sommers	8134501891	+1-8134501891	891		
Marilyn	Monroe	8134501883	+1-8134501883	883		
Alexander	Hamilton	2155551447	+1-2155551447	447		
Eliza	Schuyler	2155551449	+1-2155551449	449		
Maria	Crowley	8134501906	+1-8134501906	1906		
Matteo	Crowley	8134501884	+1-8134501884	884	Call Center (BLYNKSPEC8134501900)	
Claire	Fraserly	8134501904	+1-8134501904	1904		
Lou	Holtz	2155551554	+1-2155551554	554		
Robert	Redford	8134501885	+1-8134501885	885		
Bev	Dutton	8134501890	+1-8134501890	890		

10 total items

Agents

The Agents tab displays the agents assigned to this hunt group. To edit the assigned agents, select the Agents icon in the upper, right-hand corner.

Here you can see the Available and Selected agents. To assign/unassign an agent, simply click the agent's name/contact information and the agent will move to the other list.

Use the arrows next to each agent in the Selected column to adjust the order in which the agents will ring, depending on the routing assigned. Select **Save** to save your changes.

Agents

On the Agents tab you can select the agents to assign to the Call Center by following these steps:

1. Select the **Settings** icon.
2. Select the agents from the Available list to move to the Selected list and vice versa, if necessary.
3. Select **Save** to save your changes.

Profile

The Profile in the left-hand menu is where you can view the hunt group profile details. Select the **Settings** icon to modify.

Here you can modify the following settings:

- Service Name

- Calling Line ID (CLID) Last Name
- Calling Line ID (CLID) First Name
- Phone Number
- Extension
- Password
- Public Identity
- Department
- Language (for the audio announcements)
- Time Zone
- Aliases

Click **Save** to save your changes.

Settings

The Settings tab in the left-hand menu is where you can view the hunt group setting details, including the schedule assignments. Select the **Settings** icon to modify.

Settings - General

Under the General Settings, you can enable/disable the following:

- Allow Call Waiting on Agents
- Allow Members to Control Busy
- Enable Group Busy

Next, choose the **Group policy**. This determines how calls will ring into the assigned agents. Options include:

- Circular - Choose this option to ring phones one-at-a-time, always ringing the agents in the same order.
- Regular - Select this option to ring phones one-at-a-time always starting with the agent configured at the top of the Selected list of assigned agents, followed by the agents listed beneath, in sequential order.
- Simultaneous - Rings all assigned agents at once.
- Uniform - Ring the agent in the group who has been idle the longest.
- Weighted - Select this option to direct a certain percentage of calls to individual Hunt Group agents. Note: Agents assigned a 0% weight will only receive calls if all other agents are busy.

Settings - No Answer

Check the box next to **Skip To No Answer** to enable this setting. Then select the number of rings.

Check the box next to **Forward After Timeout** to forward calls after a set number of them. Then enter the number of seconds and the Forward To number.

Settings - Not Reachable

Check **Enable Call Forwarding Not Reachable** to forward calls to a specific number when no agents in the Hunt Group are able to answer. Then enter the forwarding number in the Forward To field.

Settings - Calling Line ID

Modify the Calling Line ID settings here. Options include using the default CLID configuration or customizing.