



Multi-line Hunt Groups

Quick Setup Guide



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

Contents

View Hunt Groups	1
View By Department	2
Assign MLHG to Departments	3
View Specific MLHG	3
View Numbers Assigned to MLHG	4
View Members Assigned to MLHG	5
Login/Logout Supported	6
Change Name or Other Settings of MLHG	7

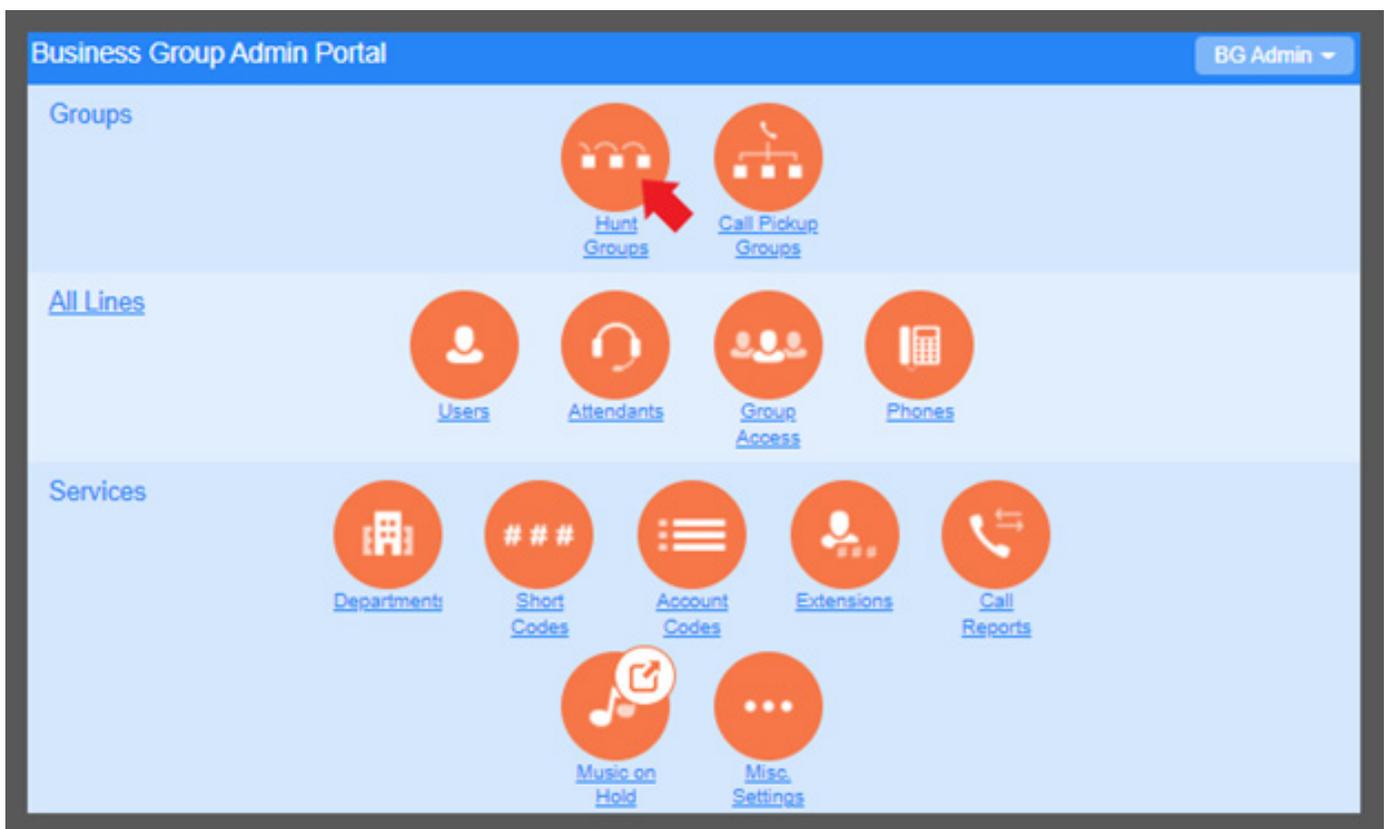
As a BG admin, **you will have access to make changes to your phone system.** You will not have access to make changes to features, add lines or devices that require a license.

If a feature is grayed out, and you would like to have access to that feature, please contact your BTC account specialist or sales rep by calling 918-366-8000, selecting options for business and sales.

CHANGING MULTI-LINE HUNT GROUPS (MLHG)

VIEW HUNT GROUP

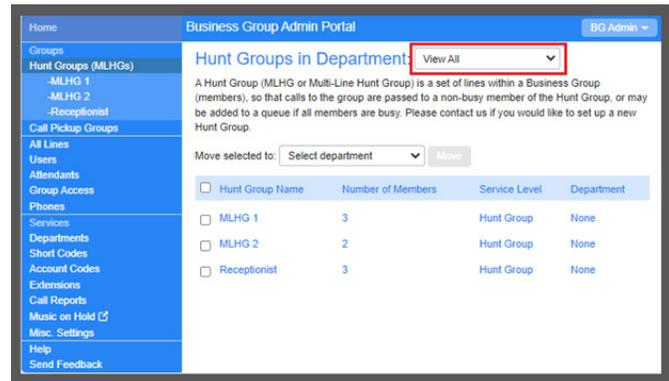
STEP 1: Click on **Hunt Groups** to view the list of hunt groups currently Programmed.



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

VIEW BY DEPARTMENT

STEP 1: If you have a lot of MLHG and you have set up departments, you can choose to **view only** the hunt-groups assigned to **specific departments**, by **clicking the drop down for “Hunt Groups in Departments.”**



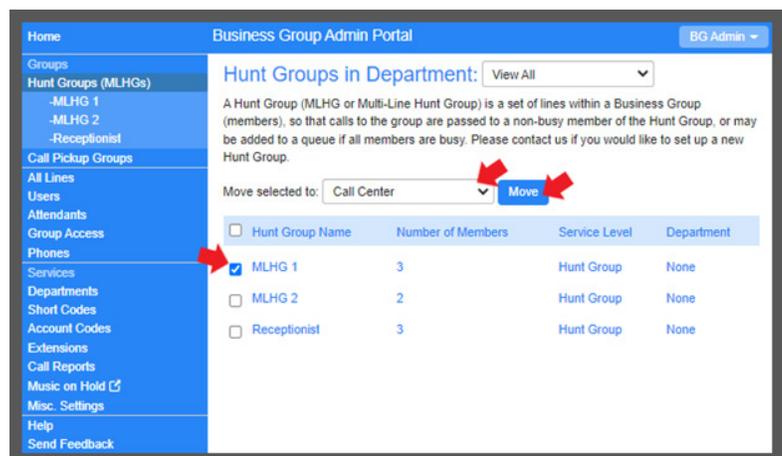
ASSIGN MLHG TO DEPARTMENTS

If you have departments set up, but your MLHG show Department “None,” you can assign to a department. This becomes important when you want to assign BG Admin rights to a person, but want to limit their access to a specific department.

STEP 1: Click the **check box** next to the Hunt Group Name

STEP 2: Select a department from the drop down next to “Move selected to:”

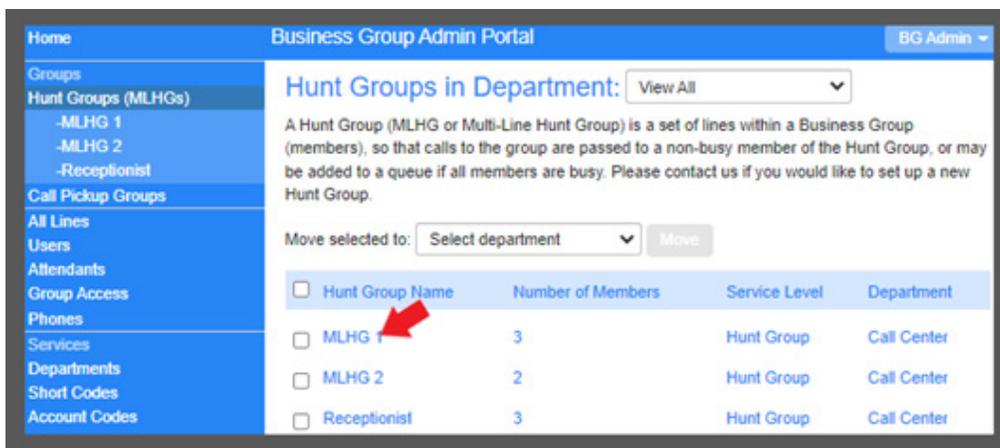
STEP 3: Click **Move**. All of the MLHG is assigned to the Call Center department.



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

VIEW SPECIFIC MLHG

STEP 1: Click on the name under Hunt Group name.



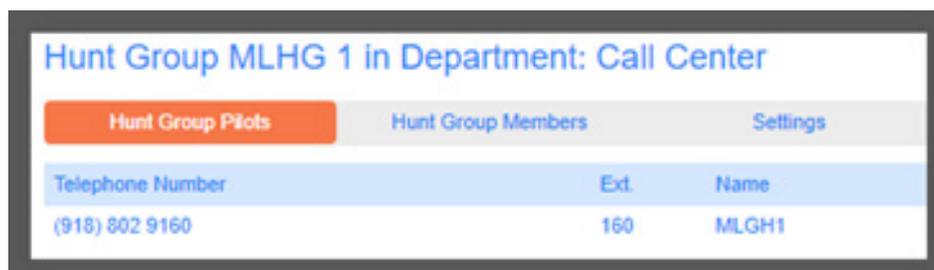
The screenshot shows the Business Group Admin Portal interface. On the left is a navigation menu with categories like Groups, All Lines, and Services. The main content area is titled 'Hunt Groups in Department:' and includes a 'View All' dropdown. Below this is a table listing Hunt Groups with columns for Name, Number of Members, Service Level, and Department. A red arrow points to the 'MLHG 1' entry in the table.

<input type="checkbox"/>	Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/>	MLHG 1	3	Hunt Group	Call Center
<input type="checkbox"/>	MLHG 2	2	Hunt Group	Call Center
<input type="checkbox"/>	Receptionist	3	Hunt Group	Call Center

VIEW NUMBERS ASSIGNED TO MLHG TO DEPARTMENTS & CHANGE NUMBER SETTINGS

The first tab is Hunt Group Pilots, these are the phone numbers assigned to your hunt group.

STEP 1: If you **click on the number**, a pop-up will open for the pilot number user portal, this shows the basic set up of a MLHG number without additional features.

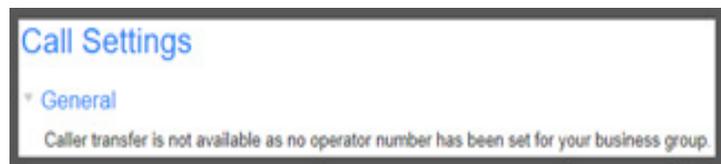
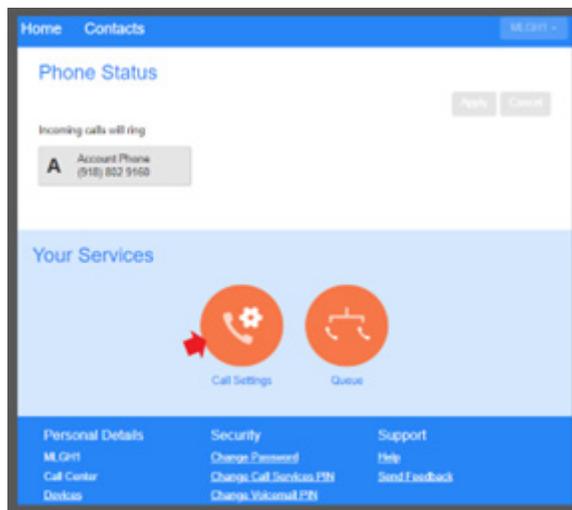


The screenshot shows the 'Hunt Group MLHG 1 in Department: Call Center' interface. It features three tabs: 'Hunt Group Pilots' (active), 'Hunt Group Members', and 'Settings'. Below the tabs is a table with columns for Telephone Number, Ext., and Name.

Telephone Number	Ext.	Name
(918) 802 9160	160	MLGH1

CHANGING MULTI-LINE HUNT GROUPS (MLHG)

STEP 1: Click on Call Settings



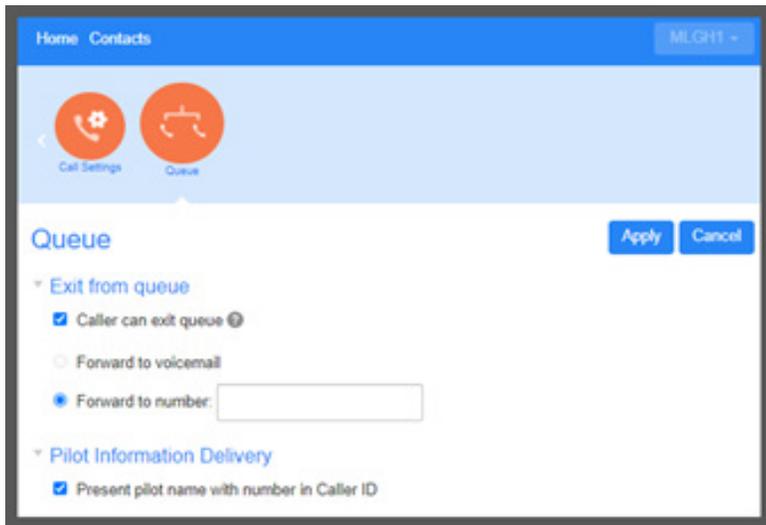
STEP 2: If you would like to set up an operator, contact BTC Broadband. Setting up an operator will also affect your Auto Attendants and the zero out option will be added to your voicemail box to transfer to your operator number.

STEP 3: Click on Queue. If you check “Caller Can Exit Queue”, you can select Forward to voicemail or forward to another number. When you turn this feature on, a caller can exit the queue by pressing 0. In this example, no additional features/services were added to this pilot number, so the Forward to voicemail option is grayed out.

STEP 4: Click on Forward to number and add a 10-digit phone number or if you have assigned extensions, enter an extension number.

STEP 5: Click Apply to save changes.

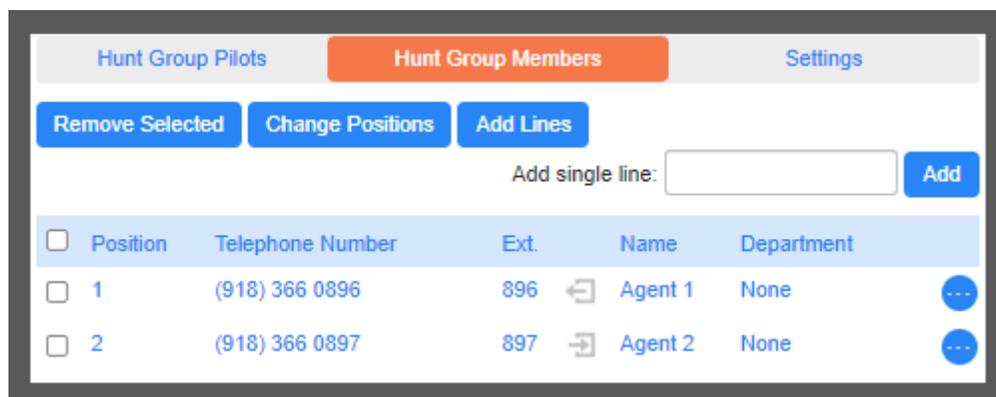
CHANGING MULTI-LINE HUNT GROUPS (MLHG)



STEP 6: If you decided to check “Present pilot name with number in caller ID”, when the pilot number is called and a MLHG member phone rings, the caller ID will show caller name and number, below their info will show “via pilot name pilot number.” In this example, “Via MLHG1 9188029160.”

VIEW MEMBERS ASSIGNED TO MLHG

The 2nd tab “Hunt Group Members”, shows the phone lines that will ring when the pilot number is called.



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

Position will effect the *Linear*, *Circular* and *Uniform* (Round Robin) call distribution types.

- *Linear* (default): If a Pilot Directory Number is called, hunting starts with the first MLHG Member and continues through the list in order until a non-busy line is found.
- *Circular*: If a Pilot Directory Number is called, this is the same as Linear (above) except that once the end of the list is reached, hunting will continue from the beginning of the list until a non-busy number is found.
- *Uniform* (Round robin): If a Pilot Directory Number is called, hunting starts with the first number after the line that was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with.
-  Arrow pointing right, shows the agent is logged in. Login/Logout by default is not enabled, and all agents default to logged in.
-  Arrow pointing left, shows the agent is logged out. In order to logout, Login/logout must be turned on.

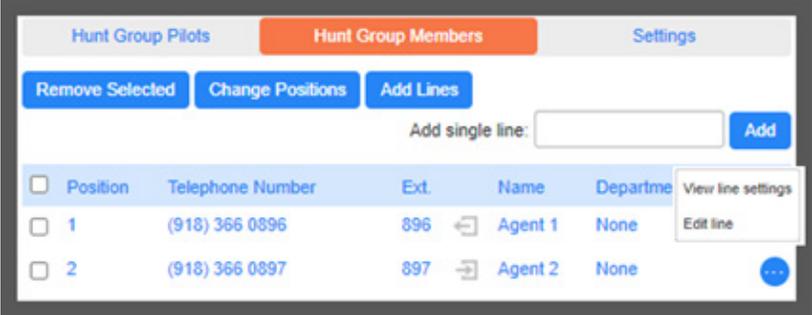
LOGIN/LOGOUT SUPPORTED

STEP 1: If you click on the ellipsis  two options are given.

STEP 2: Click “Edit Line”

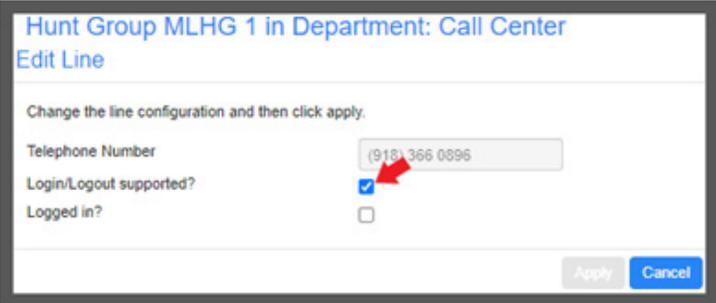
STEP 3: Clicking on “Login/Logout Supported?” will allow the agent to login and out of the hunt group.

Note: The agent can login/out of the MLHG thru the Cloud Voice Portal or by having a Login/Logout button added to their phone.



The screenshot shows the 'Hunt Group Members' interface. At the top, there are tabs for 'Hunt Group Pilots', 'Hunt Group Members' (selected), and 'Settings'. Below the tabs are buttons for 'Remove Selected', 'Change Positions', and 'Add Lines'. There is an 'Add single line:' input field with an 'Add' button. A table lists agents with columns for Position, Telephone Number, Ext., Name, and Department. A context menu is open over the table, showing 'View line settings' and 'Edit line' options. The table data is as follows:

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Departme
<input type="checkbox"/>	1	(918) 366 0896	896	Agent 1	None
<input type="checkbox"/>	2	(918) 366 0897	897	Agent 2	None



The screenshot shows the 'Edit Line' configuration form for 'Hunt Group MLHG 1 in Department: Call Center'. The form has a title 'Edit Line' and a subtitle 'Change the line configuration and then click apply.'. There are three input fields: 'Telephone Number' with the value '(918) 366 0896', 'Login/Logout supported?' with a checked checkbox, and 'Logged in?' with an unchecked checkbox. A red arrow points to the checked checkbox. At the bottom right, there are 'Apply' and 'Cancel' buttons.

CHANGING MULTI-LINE HUNT GROUPS (MLHG)

CHANGE NAME OR OTHER SETTINGS OF MLHG

STEP 1: The third tab shows the Hunt Group Settings. **Click on the Preferences tab.**

STEP 2: If you would like to change the "Hunt Group Name," type a new name and click apply.

STEP 3: If you would like to turn Login/Logout on for new members **select the Yes radio button and click Apply.**

The screenshot shows the 'Hunt Group MLHG 1 in Department: Call Center' interface. At the top, there are three tabs: 'Hunt Group Pilots', 'Hunt Group Members', and 'Settings'. Below these, there are two sub-tabs: 'Preferences' (which is highlighted in orange) and 'Hunt Settings'. There are 'Apply' and 'Cancel' buttons on the right. The main content area shows the following settings:

- Hunt Group Name:
- Service Level: Hunt Group
- Login/logout supported by default for new members: Yes No

STEP 4: Click on the Hunt Settings tab. Here you can change the call Distribution Algorithm, hunting on direct-dialed calls, Ring time on each member before hunting to next member and time member excluded from hunt-group if member does not answer.

STEP 5: Turning on using pilot number for Caller ID info is not recommended. Instead, turn on Present pilot with number in Caller ID info.

The screenshot shows the 'Hunt Group MLHG 1 in Department: Call Center' interface. At the top, there are three tabs: 'Hunt Group Pilots', 'Hunt Group Members', and 'Settings'. Below these, there are two sub-tabs: 'Preferences' and 'Hunt Settings' (which is highlighted in orange). There are 'Apply' and 'Cancel' buttons on the right. Below the sub-tabs, there is a paragraph of text: "This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members." Below this is a table of settings:

Settings	Value
Call Distribution Algorithm	<input type="text" value="Ring all"/>
Is line hunting applied to direct-dialed calls?	<input type="checkbox"/>
Is the Pilot's information delivered as the Caller ID?	<input type="checkbox"/>
Ring each member for (secs)	<input type="text" value="10"/>
If a member does not answer, do not call again for (secs)	<input type="text" value="1"/>

For additional assistance, please call (918) 366-8000.