



Multi-line Hunt Groups

Quick Setup Guide



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

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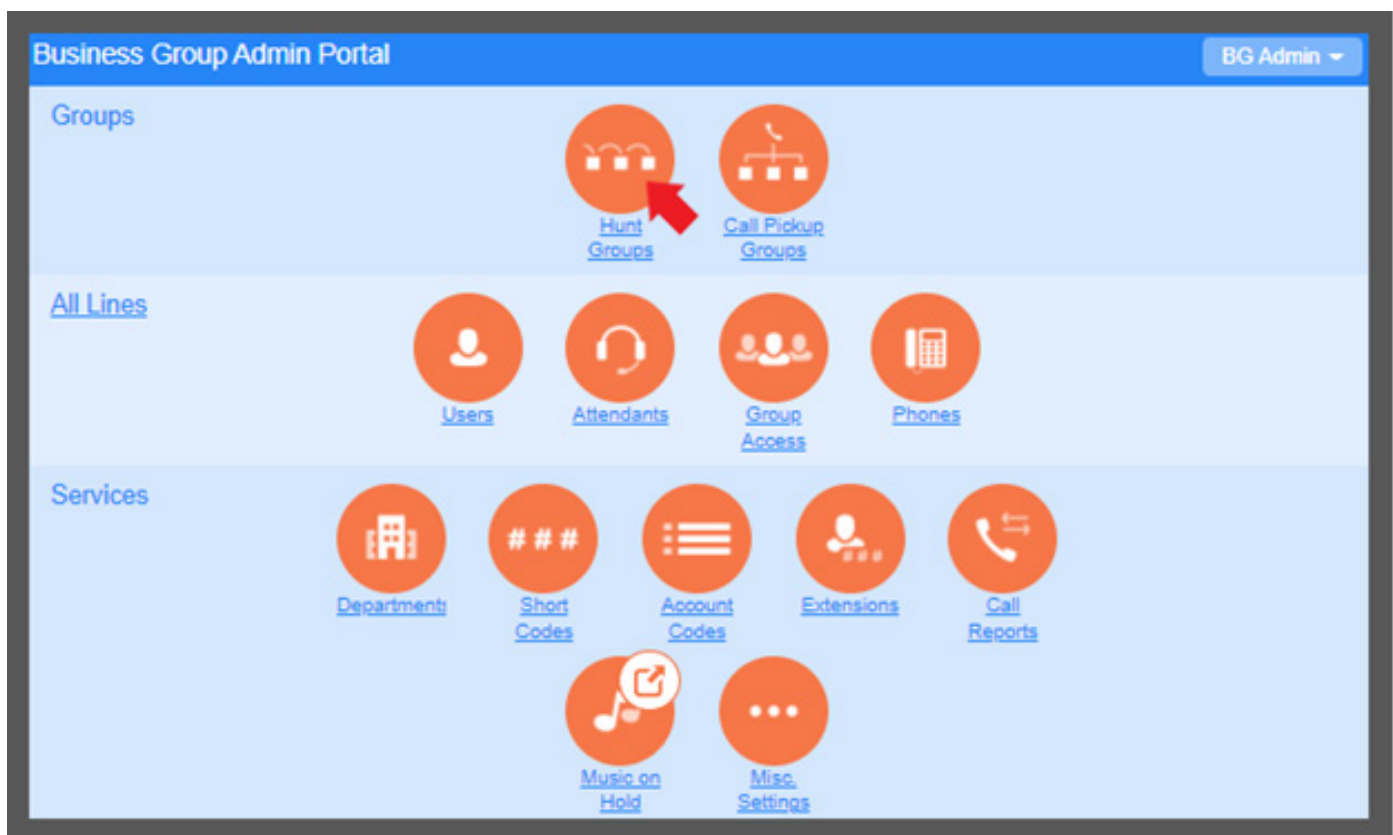
As a BG admin, **you will have access to make changes to your phone system.** You will not have access to make changes to features, add lines or devices that require a license.

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

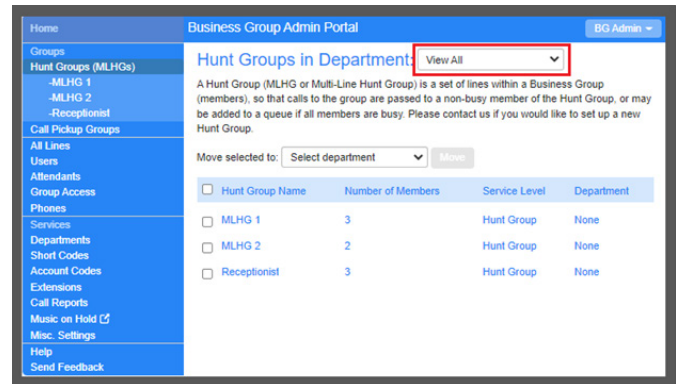
STEP 1: Click on **Hunt Groups** to view the list of hunt groups currently Programmed.



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.”**



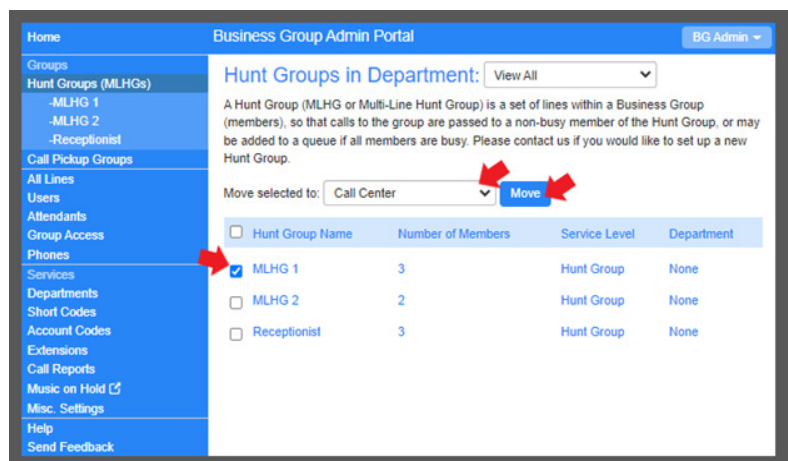
ASSIGN MLHG TO DEPARTMENTS

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:”

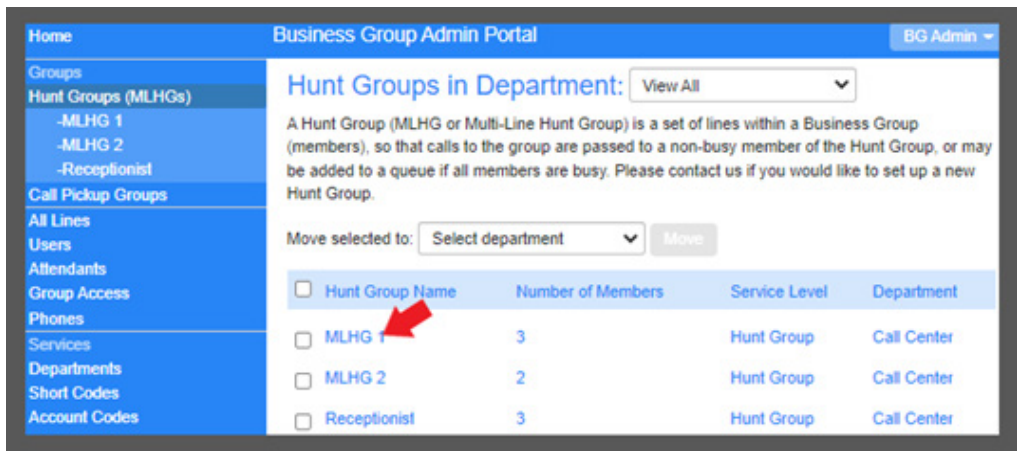
STEP 3: Click **Move**. All of the MLHG is assigned to the Call Center department.



CHANGING MULTI-LINE HUNT GROUPS (MLHG)

VIEW SPECIFIC MLHG

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



VIEW NUMBERS ASSIGNED TO MLHG TO DEPARTMENTS & CHANGE NUMBER SETTINGS

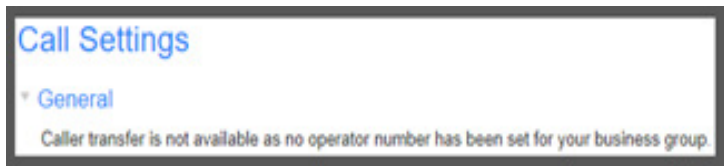
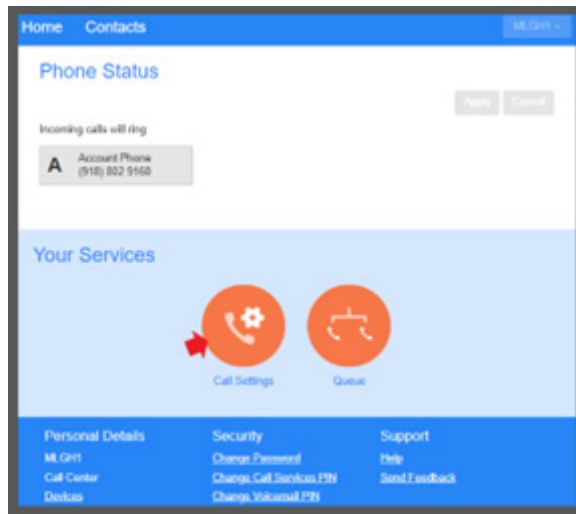
The first tab is Hunt Group Pilots, these are the phone numbers assigned to your hunt group.

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.



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)

Home Contacts MLHG1

Call Settings Queue

Queue Apply Cancel

Exit from queue

- ☒ Caller can exit queue
- ☐ Forward to voicemail
- ☒ Forward to number:

Pilot Information Delivery

- ☒ Present pilot name with number in Caller ID

Hunt Group MLHG 1 in Department: Call Center

Hunt Group Pilots		Hunt Group Members	Settings
Telephone Number	Ext.	Name	
(918) 802 9160	160	MLGH1	

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.


Hunt Group Pilots		Hunt Group Members		Settings	
Remove Selected		Change Positions		Add Lines	
		Add single line:		<input type="text"/>	
				Add	
<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	1	(918) 366 0896	896	Agent 1	None
<input type="checkbox"/>	2	(918) 366 0897	897	Agent 2	None

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.

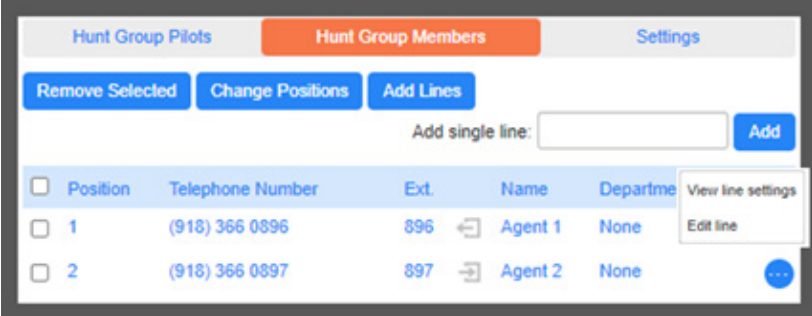
LOGIN/LOGOUT SUPPORTED

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

STEP 2: Click “Edit Line”

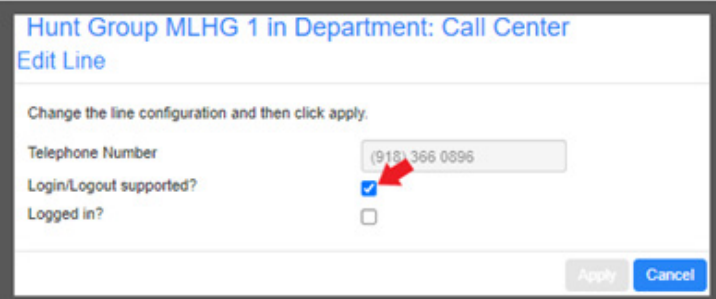
STEP 3: Clicking on “Login/Logout Supported?” will allow the agent to login and out of the hunt group.

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' tab in a web interface. It features a table with columns: Position, Telephone Number, Ext., Name, and Department. Two agents are listed: Agent 1 and Agent 2. A context menu is open over the table, showing 'View line settings' and 'Edit line' options. The 'Edit line' option is highlighted.

Position	Telephone Number	Ext.	Name	Department
1	(918) 366 0896	896	Agent 1	None
2	(918) 366 0897	897	Agent 2	None



The screenshot shows the 'Edit Line' configuration window for 'Hunt Group MLHG 1 in Department: Call Center'. It includes fields for 'Telephone Number' (set to (918) 366 0896), 'Login/Logout supported?' (checked), and 'Logged in?' (unchecked). A red arrow points to the 'Login/Logout supported?' checkbox. The window has 'Apply' and 'Cancel' buttons at the bottom.

Hunt Group MLHG 1 in Department: Call Center
Edit Line

Change the line configuration and then click apply.

Telephone Number: (918) 366 0896

Login/Logout supported? ☒

Logged in? ☐

Apply Cancel

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' settings page. At the top, there are three tabs: 'Hunt Group Pilots', 'Hunt Group Members', and 'Settings'. The 'Settings' tab is active. Below the tabs, there are two sub-tabs: 'Preferences' and 'Hunt Settings'. The 'Preferences' sub-tab is active. The form contains the following fields:

- Hunt Group Name:** A text input field containing 'MLHG 1'.
- Service Level:** A dropdown menu set to 'Hunt Group'.
- Login/logout supported by default for new members:** A radio button selection with 'Yes' selected and 'No' unselected.

At the bottom right of the form are 'Apply' and 'Cancel' buttons.

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' settings page. At the top, there are three tabs: 'Hunt Group Pilots', 'Hunt Group Members', and 'Settings'. The 'Settings' tab is active. Below the tabs, there are two sub-tabs: 'Preferences' and 'Hunt Settings'. The 'Hunt Settings' sub-tab is active. The form contains the following fields:

- Call Distribution Algorithm:** A dropdown menu set to 'Ring all'.
- Is line hunting applied to direct-dialed calls?:** A checkbox that is unchecked.
- Is the Pilot's information delivered as the Caller ID?:** A checkbox that is unchecked.
- Ring each member for (secs):** A text input field containing '10'.
- If a member does not answer, do not call again for (secs):** A text input field containing '1'.

At the bottom right of the form are 'Apply' and 'Cancel' buttons. Above the settings table, 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."

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