BT Cloud Voice

Hunt Groups

What is a hunt group?

A hunt group is a group of people who can all answer calls to a single number from their own phones. You set up the members of the group; you also set up the Call Distribution, which is how the calls are distributed around the hunt group.

Although hunt groups are site-specific, the members of the group are not: they can be from any site within your business.

Being a member of a hunt group does not affect the member’s ability to receive calls on their own public number. Any features that a member has set up on their own number will not affect their ability to take calls made to the hunt group number.

Call Distribution

When an administrator creates a hunt group, they add members to an ordered list.

The order in which calls flow around the group members depends on which Call Distribution the administrator opts for from these -

- **Regular**
  
The call goes through the members in the order that they appear on the list until it finds someone who’s free (or it reaches the end of the list without any joy).

- **Circular**
  
The first person that the call tries to connect with is the next member on the list after the member who answered the previous call. So the calls hunt in a circle, eventually getting back to the first person on the list.

  Here’s an example:

  You’ve got four members in your hunt group, in this order on the list: John, Paul, George, and Ringo.

  When the first call comes in, John answers it. The next call comes in, and John and Paul are both free. But instead of the call going to John, it goes to Paul (because John answered it last time). The third call goes to
George first but he’s busy so it goes to Ringo. After that, the next call tries John first as we’re back at the start of the list.

- **Uniform**
  Calls go first to the member of the group who has been available for the longest time.

- **Simultaneous**
  The call rings all idle members of the group at the same time. It connects to the first person to answer. If a call comes through when everyone in the group is already on a call, the new caller will hear the ‘busy’ tone.

- **Weighted**
  The administrator can assign different ‘weights’ to the members of the group (using the Cloud Voice portal) so that people with higher weights take more calls. When a call comes in it will search for an available member starting with those with the greatest weight.

### Hunt group features

If members of the hunt group don’t answer a call, one of these ‘no answer’ settings will kick in -

- **Skip to next agent after X rings**
  If a member of the group is free but doesn’t answer a call, using the ‘Skip to next agent after X rings’ feature will forward the call to the next available member after – you guessed it – X rings, where ‘X’ is something you can set yourself.

  If you’ve chosen the ‘Simultaneous’ hunting policy, you need to make sure that you don’t use this feature as they’re incompatible.

- **Forward call after wait time**
  Similar to above but based on how long the unanswered phone rings for, rather than the number of rings.

- **Call waiting**
  When all the members are busy one call can ‘call wait’ for the duration of the default ‘call forwarding no answer’ timer (this isn’t a queue). If the timer runs out, the call will stop waiting and the caller will hear the ‘busy’ tone.

### How other features work with hunt groups

- **Call forwarding**
  If you’re in a hunt group and you have call forwarding on your own number, that call forwarding set-up will not forward any calls that come through from the hunt group.
• **Voicemail**
  Similar to above; if you have voicemail on your own number, calls into the hunt group will not trip over into your voicemail. But you can set your hunt group to ‘Forward calls on no answer’ to a member’s voicemail by using the ‘Transfer directly to voicemail’ feature access code (*55).

• **Call transfer**
  A member can transfer a call received on the hunt group number, either from their phone or through the Cloud Voice toolbar.

• **Call Waiting**
  If you’ve set up Call Waiting on your own phone number, it will not work for calls to the hunt group number.

• **Multiple hunt groups**
  You can join as many hunt groups as you like!
  But don’t worry – the system’s clever enough to know that if you didn’t answer a call in one hunt group, and the call is transferred to another group that you’re a member of, it won’t offer you the call the second time.

**What can an administrator do with a hunt group?**

There’s no limit to the number of groups you can have on a site; and people can be a member of more than one group.

An administrator uses the Cloud Voice portal to configure (see the ‘Site Feature Settings’ page under ‘Hunt groups’) -

- Group ID
- Group name
- Calling Line ID first name/last name
- Group number
- Extension
- Group policy
- Members

**How do I set up a new Hunt Group?**

Hunt groups are a site-level feature. Before you add a group, your Group or Company Administrator will need to select the Site that you want to create the hunt group under.

1. Login to the [BT Cloud Voice portal](#)
2. Select ‘Sites’ menu and select Site
3. Select ‘Features’ from the menu on the left hand side
4. Select ‘Hunt Groups’
5. Click ‘Add’
On the ‘Add a New Hunt Group’ page, under ‘Profile Details’ enter -

- Hunt Group ID: a unique ID with a minimum of 6 characters
- Hunt Group Name: a name for the group
- Caller ID First Name/Last Name: this is what will show on the Hunt Group members’ phones for incoming calls

On the ‘Add a New Hunt Group’ page, under ‘General Settings’ enter -

- Feature Package: this is usually ‘None’ (have a chat with your Account Manager if you want any extra features for your group).
- Directory Number: this is the phone number that the hunt group is answering (this must be one of the numbers that’s already been reserved for the site).
- Extension: if your group needs an extension (the extension number cannot already be in use within the site).

On the ‘Add a New Hunt Group’ page, under ‘Call Settings’ set the Call Distribution.
If you selected ‘Weighted Call Distribution’, you’ll see ‘Call Distribution Settings’ in the ‘Hunt Group Activities’ box on the left.
• Set the percentage of calls that you want each member to receive.
• Click ‘Save’.

If you need it, select and configure the ‘Call Forwarding No Answer’ settings: ‘Skip to Next Agent After’ or ‘Forward Calls After Wait Time’ -

• Click ‘Save’
How do I add members to a Hunt Group?

1. Login to the BT Cloud Voice portal
2. Select ‘Sites’ menu and select Site
3. Select ‘Features’ from the menu on the left hand side
4. Select ‘Hunt Groups’ and select the name of the group you want to edit
5. Click ‘Assign Agents’ in the hunt group menu on the left
Select the users you want to add from the Available Users table by clicking the checkboxes.

Using the ‘Add’ button, move users from the ‘Available Users’ table into the ‘Assigned Users’ table (these will join the group).

To change the hunting order of the members in the group, use the click on ‘up’ and ‘down’ chevrons in each row of the ‘Assigned Users’ box.

Click ‘Save’.