

**Hunt Groups** are a type of **Call Distribution** that uses an algorithm to hunt through a list of potential agents to find one who is available to take the call.

**Hunt Groups** are found in the **Enterprise Services** section of the **Customer Administration Portal**.

Name	Caller ID	Extension	Virtual / Toll Free Number	Action
 Sales #1		6666	None	 
 Support #2		6667	None	 

Showing 1 to 2 of 2 entries View: 10

Select the hunt group you wish to edit or press the **+ Hunt Group** button at the top of the page to set up a new one.

Sales #1 x

**Hunt Group Name**  
Sales #1

**Caller ID First Name**  
Sales

**Caller ID Last Name**  
HG

**Extension**  
6666

**Time zone**  
(GMT-05:00) (US) Central Time

**Virtual Toll Free Number**  
None

Allow Call Waiting on Phones

Allow members to control group busy

Deliver Hunt Group name in CLID

Priority Alert for External Calls

**Hunting Policy**  
Simultaneous

**User / Extensions**  
Add Extensions to this hunt group.

**Assigned User(s)**  Search assigned user(s)

Name	Extension	Phone Number	Action
Clearwave Training 3	1002	(618) 992-2198	 
Clearwave Training 4	1003	(618) 992-2199	 
Clearwave Training 5	1004	(618) 992-2194	 

**Call Forwarding Options**

Skip to next extension or phone number after 5 Ring(s)

Forward Call after waiting 18 Second(s)  
Destination number \*551002

Call forwarding busy

**Not Reachable / Offline Options**

Enable call forwarding not reachable  
Forward to when offline

Make Hunt Group busy when phones offline

**Call Policies**

**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

## Left Side - Basic Configuration

**Hunt Group Name:** You can name the hunt group something appropriate to make it easier to find later.

**Caller ID First/Last Name:** Place the name of the hunt group here if you plan to use it for out-bound dialing with a virtual number.

**Extension:** You can customize the extension for internal dialing here.

**Time Zone:** Select the time zone from the drop-down menu. This is important for schedule based routing.

**Virtual Toll Free Number:** You can assign an available virtual number here, or use the Virtual/Toll Free Number widget to assign it.

**Allow Call Waiting on Phones:** Activate this to allow those in the hunt group a chance to answer the calls even if they are currently engaged on another line.

**Deliver Hunt Group name in CLID:** Activate this to prepend the **Caller ID** on the agent's phone with the hunt group name. Very useful for those who are on multiple hunt groups.

**Hunting Policy:** Select the algorithm's hunting policy from the drop-down menu.

- **Circular:** The algorithm will hunt through the list of available users in order, from top to bottom, resuming after the agent who took the call on each subsequent presentation.
- **Regular:** The algorithm will hunt through the list, top to bottom, always beginning at the top position if available.
- **Simultaneous:** This policy will ring all available phones in the list of available users.
- **Weighted Call Distribution:** This will let you assign a weight to every member of the group.
- **Uniform:** The algorithm reviews which member has been idle from the hunt group for the longest, presenting calls in longest idle order.

**User/Extensions:** Add users to the list with the edit button, or search from members in the list with the search magnifying glass icon. If you plan to use **Circular** or **Regular** hunting, make sure you add them in the desired order.

## Right Side - Call Forwarding

**Call Forwarding Options:** These options let you set up how many rings between moving to the next assigned and available user, and where to route in case no one picks up after a given time. You can transfer to any extension or external ten digit number.

**Not Reachable/Offline Option:** Set up business continuity and disaster recovery forwarding here.

## Bottom - Scheduled Call Routing

You can set up schedule rules to forward the call away from the hunt group at pre-determined times.