Create An Application Hunt Group

Last Modified on 11/03/2015 2:13 pm EST

- 1. Login to Global Administrator (see Login to Wave IP Global Administrator).
- 2. Select Hunt Groups.
 - **PBX Administration**



4. Click on New.

Station Application				
Status	Pilot	Name	Туре	
	Edit New	Delete		
				* O.).
	1	Restore Apply	Done Help	C O

5. Enter a Pilot Number. This will be the extension dialed to access this resource (for example the extension for reaching Fax Manager, or the extension for dialing a specific Inbound IVR campaign).

Application Hunt Group	
Pilot:	Application Type: Cal Navigator - Inbound IVR -
Name:	Hunt Order: Circular +
Members	
Name	Up
	Down
Add Remove	
Forwarding	
When busy, forward to extension None	
When no answer after 3 v rings on v members, forwar	rd to extension None 💌
	OK Cancel

6. Enter a Name for reference. The name should be descriptive of the purpose of the hunt group.

	Application Type:	Call Navigator - Inbound IVR	•
me:	Hunt Order:	Circular	•
enbers			
Name		Up	
		Down	
Add Remove			
orwarding			
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orwarding When busy, forward to extension None			1 xes
when busy, forward to extension None When no answer after 3 rings on members, forward to	extension None	•	nier

7. Choose the Application Type. For an inbound IVR campaign choose Voice Server-Touch Tone. For a Fax Manager hunt group, choose Fax Manager.

Application Hunt Group		
Plot:	Application Type:	Cal Navigator - Inbound IVR -
Name:	Hunt Order:	Call Navigator - Inbound IVR Call Navigator - Agent Login Call Navigator - Agent Pickup
Name A	1 IION	Call Navigator - IVR Paging Voice Server - Touch Tone Voice Server - Voice Recognition Third Party Fax Manager
R		
Add Remove		
Forwarding		
When busy, forward to extension None		
When no answer after 3 rings on members, forward to	extension None	•
		OK Cancel

8. Leave the Hunt Order on Circular unless there is a specific need to start with the same port every time (then choose Linear).

e:	Hunt Order:	Circular		
nbers		Linear Circular		
ame			Up	
			Down	
Add Remove				
warding				
hen busy, forward to extension None 👻				

9. Choose the Busy and No Answer actions. These choices will determine what happens if the resource (such as the IVR) failed to pick up or all ports are in use. Choose the extension calls will forward to.

-			
Pllot:		Application Type:	Voice Server - Touch Tone
Name:		Hunt Order:	Croller
Members			
Name			Up
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Add Remove	ave		
Add Remove	Javel		
Add Remove	Navel		
Add Remove Forwarding When busy, forward to extense	en None		
Add Remove	on None		
Add Remove Forwarding When busy, forward to extens When no answer after	on None 450 - Mailbox, Call Recording 450 - SuceMail 451 - Night Answer AA	extension None	
Add Remove Forwarding When busy, forward to extens When no answer after	on None 450 - Mailbox, Call Recording 450 - Night Answer AA 470 - Modem Hunt Group	extension None	
Add Remove	on None Mone 450 - Mailbox, Call Recording 450 - VoiceMail 451 - Night Answer AA 470 - Modem Hunt Group 471 - Park J. Directed 472 - Onder Durated	extension None	• OK Cancel

10. Click Add to add ports.

-	Appication Type:	Voice Server - Touch	Tone 👻	
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Name			Up	
			Down	
Add Remove			·	
orwarding				
When busy, forward to extension None]			
	a automolea Mena	-		

11. A list of available ports based on the Application Type chosen. The Add button does not become active until an Application Type is chosen for this reason. Assign ports to be used for this hunt group. The number of ports is based on resources assigned in Resource Management (see <u>Set Resource Management</u>). To select multiple ports hold down the SHIFT or CONTROL keys while selecting ports.

	🔬 Add Hunt Group Members
0	Select new hunt group members from list, and click OK to add.
1	Voice Server - Touch Tone Port 1
	ОК Саг

- 12. Click OK to assign the ports.
- 13. Click OK in the main Application Hunt Group dialog to create the Hunt Group.
- 14. Click Apply and then Done to save the Hunt Group and exit the Hunt Group applet.

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