

XO IP Flex, IP Flex with VPN, SIP Service

Inbound Call Routing and Hunt Groups

For Group Administrators

No one likes to get a busy signal. Instead, you can route calls to the appropriate employee—even when the dialed number is busy—using Inbound Call Routing or Hunt Groups.



About Inbound Call Routing and Hunt Groups

For businesses that do not purchase Call Center functionality as part of their XO VoIP service, inbound call routing and hunt groups provide ways to route calls within groups, or departments, so that incoming calls can be answered in a logical sequence. Route calls in either of two ways:

1. **Inbound Call Routing** is a simple call routing sequence that allows you to assign multiple phone numbers to a “call forward busy” group. If any number in the group is busy, the incoming call forwards to the next line listed in the series until the call is answered, goes into voice mail or the caller disconnects.
2. **Hunt Groups** automatically process incoming calls received by a single phone number by distributing the calls among a group of users. Incoming calls get routed to an idle number within the group using a sequence that you pre-select and assign through the XO Business Center Online Feature Management.

To use this feature, you must:

- Be a designated group administrator with access to XO Business Center Online Feature Management, and be able to prearrange and predefine your call routing preferences.
- If you wish to set up a new Hunt Group, please place an order with XO Customer Care by calling 800.421.3872 (Note: A group administrator cannot create a new Hunt Group using Online Feature Management because Care must assign a new number for the group.)

Accessing Hunt Groups in Online Feature Management

OFM > Manage Location > Hunt Groups

The screenshot displays the Online Feature Management (OFM) interface. At the top, there's a navigation bar with tabs: My Account, Billing, Network Management, My Services, Orders, and Support. Below this, there's a search bar with the text "Find a telephone number or location, and manage its options & services." The main content area is titled "Hunt Groups" and shows a location: "2637 SUMMIT AVE, PLANO, Texas". A table titled "Available Hunt Groups" is visible, with columns: Name, Phone Number, Location, Department, and Active. The table contains one row with the following data: Name (circled in red), Phone Number (214) 291-7675, Location: 8359235-PLANO, Department: Janitorial Services, and Active: checked. A purple circle with the letter 'A' is placed over the Phone Number column. Below the table, there are "Save" and "Reset" buttons. A sidebar on the right lists various management options like "Recent Transactions", "Schedules", "Edit Profile", etc.

A Click on a Hunt Group name if you want to:

- Edit Hunt Group profile
- Reset Voice Portal passcode for the hunt group pilot/main number
- Set personalized name for the hunt group
- Manage voice mail settings for the hunt group pilot/main number

Note: Click Save when you're done.

Figure 1: Accessing Hunt Group

Editing Hunt Groups

OFM > Manage Location > Hunt Groups > General Settings > Profile

The screenshot shows the 'Hunt Group - The Hunter' configuration page. Under 'General Settings', the following fields are visible: Name (The Hunter), Phone Number ((214) 291-7675), Calling Line ID Last Name (Last Hunted), Calling Line ID First Name (First Chased), Location (S359235-PLANO), Department (Janitorial Services), and Queuing Scheme (Circular). A 'No Answer Settings' section includes an 'Enable No Answer Timeout' checkbox and a 'Number of rings before going to the next user' dropdown set to 17.

Figure 2: Managing Hunt Groups – General Settings

- A Select a name for the Hunt Group, and calling line ID name.
- B Select a department, if you wish. (Select none in the drop down menu if you do not wish to select a department.)
- C Check allow call waiting on agents if you wish to enable call waiting feature for this hunt group.
- D Under queuing scheme, select from one of the following options:

- Not set- no queuing scheme set up
- Regular-sends calls to the users in the order listed, starting with the first person on the list
- Circular-sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
- Uniform-Routes calls to the lines that have been idle the longest. However, if a person receives a call that was not dialed through the Hunt Group pilot number, it will not be considered the most recent call.
- Simultaneous-Rings all of the users in the listed group at the same time, and connects with the first person to pick up the ringing phone.

Resetting Hunt Group Passcode

OFM > Manage Location > Hunt Groups > Passcode

The screenshot shows the 'Hunt Group - The Hunter' configuration page, specifically the 'Passcode' tab. The 'Reset Password' section includes a note: 'Creates a new passcode for the Voice Portal.' Below this are 'Password Rules' and two input fields: 'New Passcode' and 'Confirm New Passcode'. A red circle highlights the 'Reset Password' button at the bottom left.

Figure 3: Reset Hunt Group Passcode

As group administrator, you can reset the passcode for the Hunt Group.

The owner of the Hunt Group will need to permanently reset the passcode in the Voice Portal after the passcode reset.

To reset the Hunt Group passcode:

- A Enter the new passcode
- B Confirm the new passcode

Click [Reset Passcode](#).

Setting Personalized Name

OFM > Manage Location > Hunt Groups > Personalized Name

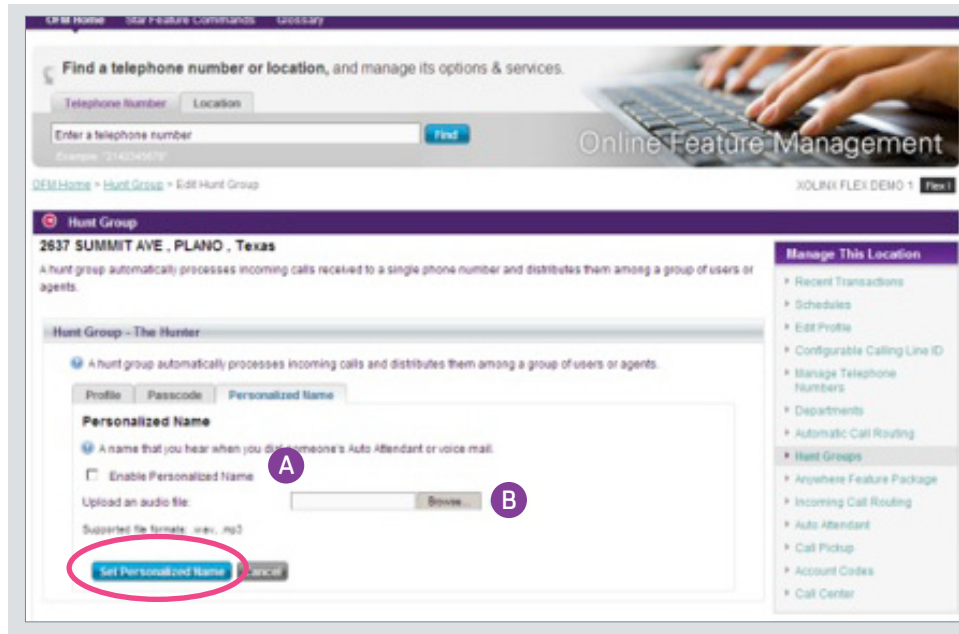


Figure 3: Setting Personalized Name

A personalized name for a Hunt Group is a name that you hear when you dial someone's Auto Attendant or voice mail.

If you want to set a personalized name:

- A** Click Enable Personalized Name
- B** You may upload a .wav or mp3 file. Use the Browse button to find the file you wish to upload.

Click [Set Personalized Name](#) when you're done.