

Hunt Groups

Overview

Hunt Groups contain [Hunt Group Members](#), which are a collection of phones to be dialed until a party is reached. They can be set up to ring a collection of phones all at once, or one at a time in a set order.

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Adding a Hunt Group

1) Start by navigating to the **Hunt Groups** screen from the **Navigation Panel**.

2) Next click the **New Hunt Group** button.

3) Enter a name for the **Hunt Group**. The name cannot contain spaces, if you wish to use a space use an underscore instead.

[image.png](#)

4) Enter a **Description** for the **Hunt Group**. The description should be brief but can contain spaces.

5) Choose a Class of Service for the **Hunt Group**. ([What is a Class of Service?](#))


[image.png](#)

6) Select a **Hunt Group Type** for the **Hunt Group**. (See [below](#) for an explanation of group types)

7) After you are finished, click the **Save** button in the middle.

[image.png](#)

8) Lastly, you will need to add numbers (**members**) to the hunt group. Visit the [Hunt Group Members](#) page for more information.

Tip: To quickly edit the members of a hunt group, click on the green button on the far right under controls.

Hunt Group Types

Hunt Group Type	Definition
RINGALL	ALL members of the Hunt Group will ring simultaneously until the call is picked up. If the call is not picked up it will go to the unavailable destination that is programmed to that Hunt Group on the back end of the web portal
LINEAR	The members of the associated Hunt Group will ring in the chronological sequence defined in the Hunt Group Members screen. If a call is never picked up, the call will go to the unavailable destination which is programmed on the back end of the web portal.

Removing a Hunt Group

- 1) Navigate to the **Hunt Groups** screen via the **Navigation Panel**.
- 2) Find the desired **Hunt Group** you wish to delete
- 3) Click the red **X** in the **Controls** column.

When you remove a **Hunt Group**, you are also **deleting** the **Hunt Group Members** associated with it. Make sure that this will not interrupt your organization's call flow. If you have any doubts about this contact your system administrator.

- 4) A confirmation pop-up will appear confirming your selection. If you wish to delete, click **OK**. You will see a message stating **Changes Saved**. If this is not the entry to wish to delete, click **Cancel**.

[image.png](#)

Updated 2024-08-27 19:55:20 UTC by Andrew Baumes