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.

- Adding a Hunt Group
- Hunt Group Types
- Removing a Hunt Group

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.

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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?)

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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.

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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. image.png image not found or type unknown

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**.

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