

# 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.


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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.



## Hunt Group Types


Hunt Group Type	Definition
RINGALL	<b>ALL</b> members of the <b>Hunt Group</b> 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 <b>Hunt Group</b> on the back end of the web portal
LINEAR	The members of the associated <b>Hunt Group</b> will ring in the <b>chronological sequence</b> defined in the <b>Hunt Group Members</b> 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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