

BizPhone Huntgroup Examples



This guide is designed to provide Hunt Group examples. If you have any queries in regards to the advanced Bizphone Hunt Group, please email us on bizsupport@iinet.net.au or call us on 13 86 89.

A BizPhone Hunt Group can serve as a method for single inbound calls to be filtered to multiple users.

Important Information

- Access to the online Frontier Portal will be required for some of these topics: <https://frontier.iinet.net.au/>
- For information on how to find your Frontier Portal login details and your voice mail passcode, please see [here](#).

What we'll cover:

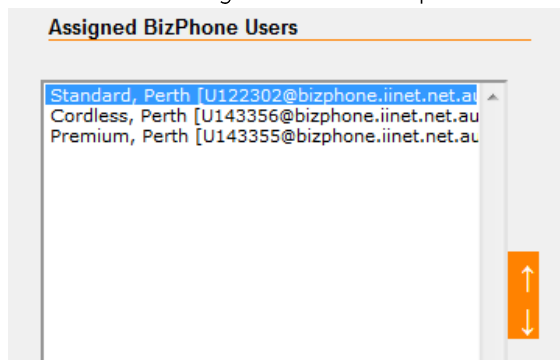
1. Hunt Group Keywords
2. Basic Setup with Simultaneous Ring
3. Advanced Setup with Regular Ring

Hunt Group Keywords

The Hunt Group is one of the Bizphone Systems available Group Features. Listed below are some keywords used through-out the guide.

➤ Assigned Users

- You can assign as many or as few Users to the Hunt Group as you like
 - Users are your various Bizphone Handsets/Softphones/ATA Lines
- Calls to the Hunt Group number will ring all Assigned Users according to the Hunt Groups **Group Policy**
- The order of Assigned Users is important for certain **Group Policys**



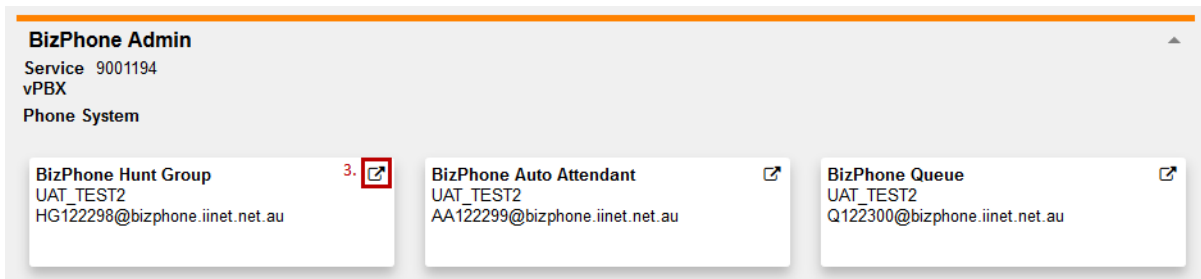
➤ Group Policy

- This is the ring pattern for the Hunt Groups **Assigned Users**.
- The order of Assigned Users is important for certain **Group Policys**

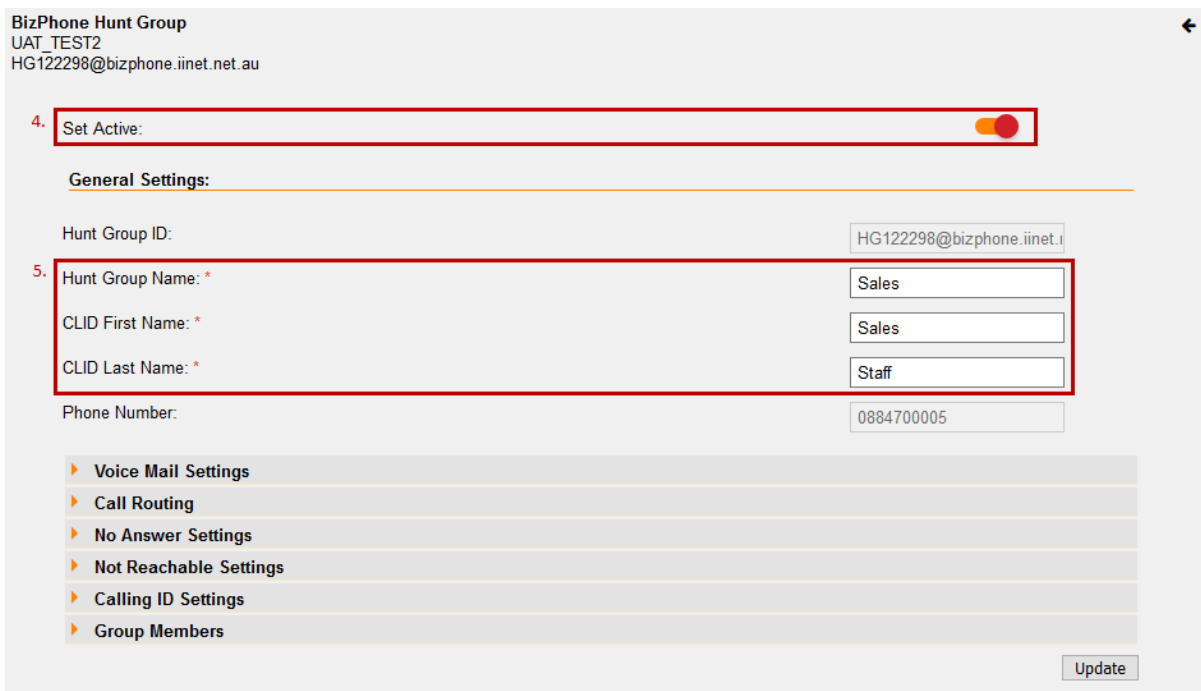
Basic Setup with Simultaneous Ring

Here we will offer an example setup so that when customers call through to your Hunt Group all assigned Users are rung at the same time. Also, if staff are late to answer the call, this setup will send the caller to Voicemail after 25s of waiting.

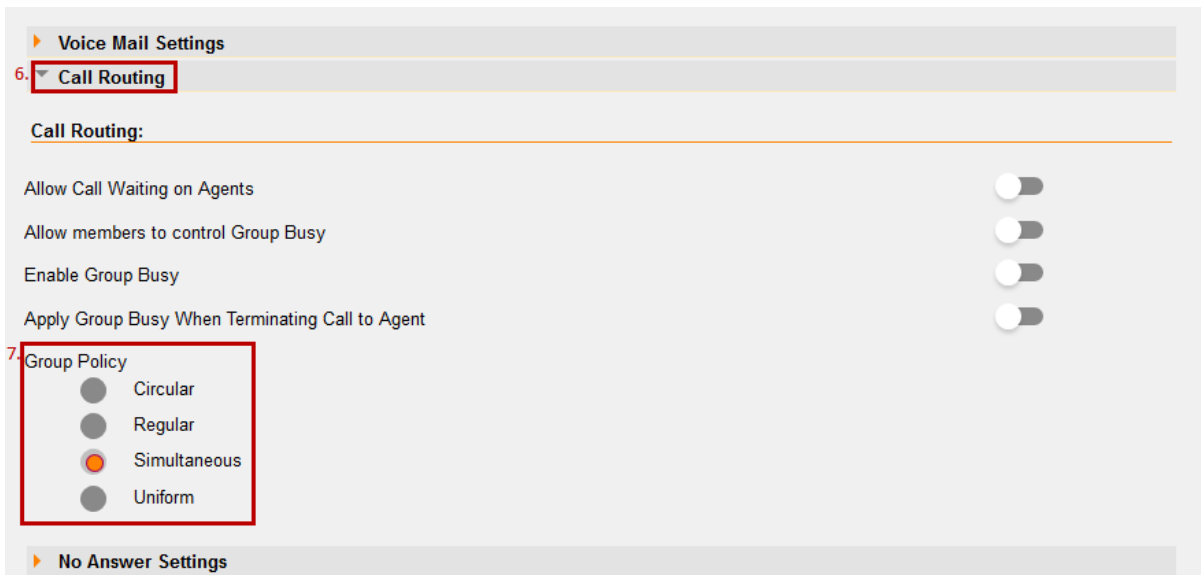
1. Login to your Bizphone Frontier Portal. See our Introduction to Frontier Guide for more information.
2. Find your Hunt Group in the Bizphone Admin section.
3. Open your Hunt Group by selecting the arrow on the top right.



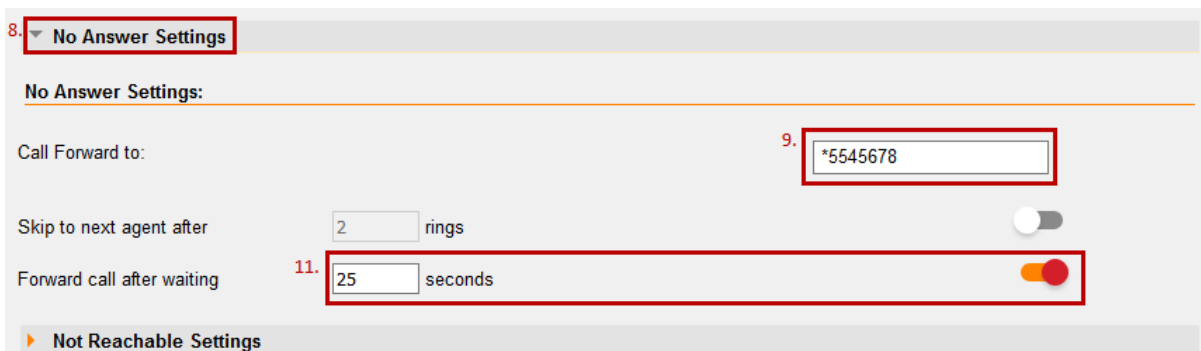
4. Ensure **Set Active** is set to the red, on-position.
5. Change the name of your Hunt Group in the **General Settings**
 - a. For this example we will assume we are creating this for a group of sales staff
 - b. Change **Hunt Group Name** to "Sales"
 - c. Change **CLLID First Name** and **CLID Last Name** to "Sales" and "Staff" respectively.



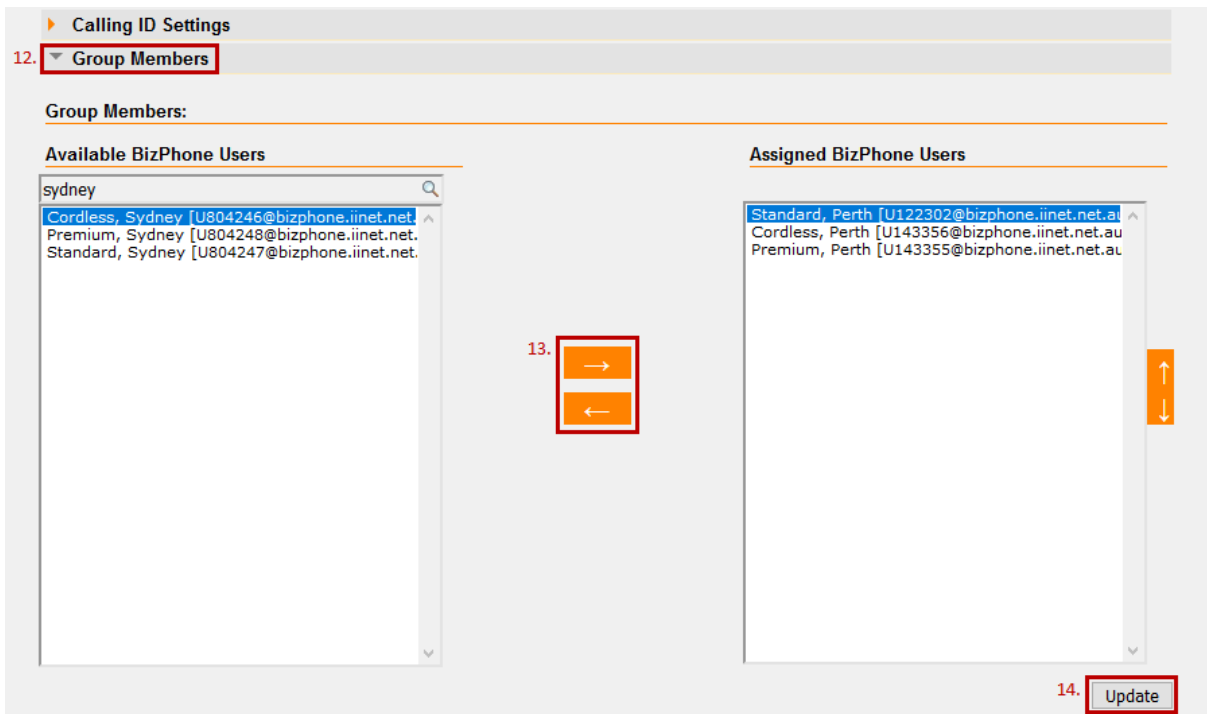
6. Select the **Call Routing** box
7. Set **Group Policy** to **Simultaneous**



8. Select the **No Answer** box
9. Set **Call Forward to** to the Voicemail of a User on your Bizphone
 - a. E.g. If you're User is 0812345678
The diversion to voicemail is *5545678
 - b. View our Voicemail guide to see how to setup voicemail on a User
10. Ensure **Skip to next agent after** is set to the grey, off-position.
11. Switch **Forward call after waiting** to the red, on-position
 - a. Enter "25" into the dialog box



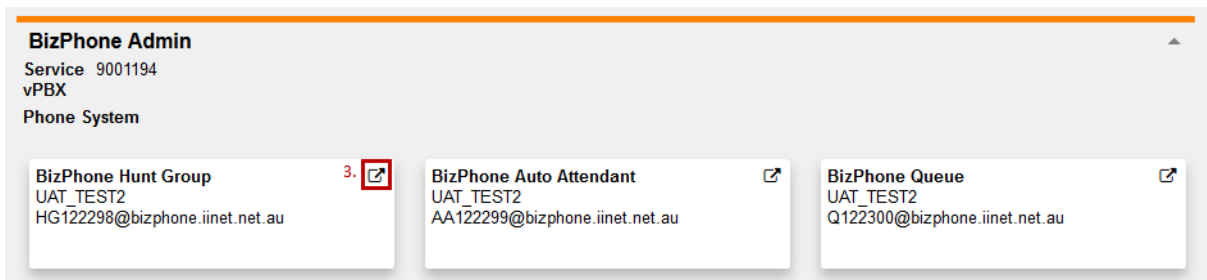
12. Select the **Group Members** box
13. Move **Available Bizphone Users** to **Assigned Bizphone Users** using the orange arrow icons
 - a. You can search for specific User's in the **Available Bizphone Users** section if you need to.
14. Select **Update**
15. You're Hunt Group is now ready to use.



Advanced Setup with Regular Ring

When a customer calls this Hunt Group, it will attempt to ring the first available assigned User. If the first User doesn't answer in 2 rings (roughly 10s) then it will ring the next available User. However, if all assigned Users are busy on a call it will forward the customer to your Hunt Groups in-built voicemail. Also, if staff are late to answering, this example will forward customer to the voicemail of a User of your choice after 30s.

1. Login to your Bizphone Frontier Portal. See our Introduction to Frontier Guide for more information.
2. Find your Hunt Group in the Bizphone Admin section.
3. Open your Hunt Group by selecting the arrow on the top right.



4. Ensure **Set Active** is set to the red, on-position.
5. Change the name of your Hunt Group in the **General Settings**
 - a. For this example we will assume we are creating this for a group of reception staff
 - b. Change **Hunt Group Name** to "Reception"
 - c. Change **CLLID First Name** and **CLID Last Name** to "Reception" and "Staff" respectively.

BizPhone Hunt Group
 UAT_TEST2
 HG122298@bizphone.iinet.net.au

4. Set Active:

General Settings:

Hunt Group ID: HG122298@bizphone.iinet.net.au

5. Hunt Group Name: * Reception

CLID First Name: * Reception

CLID Last Name: * Staff

Phone Number: 0884700005

Voice Mail Settings
 Call Routing
 No Answer Settings
 Not Reachable Settings
 Calling ID Settings
 Group Members

6. Select the **Voice Mail** box
7. Set **Activate Voice Mail Feature** to the red, on-position
8. Set **Enable voice mail to be forwarded as email** to the red, on-position
 - a. Enter an email address in the **Delivery Email Address** box
9. Set **Enable voice mail greeting** to the red, on-position
 - a. To use a personalized greeting please see our Frontier Guide on how to upload music and voice mail recordings to the Music on Hold section
 - b. Select the personalized greeting from the dropdown box opposite **Select Media File**

6. **Voice Mail Settings**

Voice Mail Settings:

Activate Voice Mail Feature 7.

Enable voice mail to be used with voice portal

Enable voice mail to be forwarded as email 8.

Delivery Email Address: fakemail@fakemail.com.au

Enable voice mail to be sent as carbon copy

Enable voice mail notifications to be forwarded as email

Enable voice mail greeting: 9.

Select Media File:* Voicemail Announcement

Call Routing

10. Select the **Call Routing** box
11. Set **Group Policy** to **Regular**
12. Ensure **Allow Call Waiting on Agents** is set to the off, grey-position to facilitate the voice mails function.

10. **Call Routing**

Call Routing:

Allow Call Waiting on Agents 12.

Allow members to control Group Busy

Enable Group Busy

Apply Group Busy When Terminating Call to Agent

11. **Group Policy**

- Circular
- Regular
- Simultaneous
- Uniform

No Answer Settings

13. Select the **No Answer** box
14. Set **Call Forward to** to the Voicemail of a User on your Bizphone
 - a. E.g. If you're User is 0812345678
The diversion to voicemail is *5545678
15. Set **Skip to next agent after** is set to the red, on-position.
 - a. Enter 2 into the dialog box
 - b. This ensures 2 rings, or roughly 10s before transferring to the next available phone.
16. Switch **Forward call after waiting** to the red, on-position
 - a. Enter 30 into the dialog box

13. **No Answer Settings**

No Answer Settings:

Call Forward to: 14.

Skip to next agent after 15. rings

Forward call after waiting 16. seconds

Not Reachable Settings

17. Select the **Group Members** box
18. Move **Available Bizphone Users** to **Assigned Bizphone Users** using the orange arrow icons
 - a. You can search for specific User's in the **Available Bizphone Users** section if you need to.
19. Organise the order of **Assigned BizPhone Users** using the orange arrow icons.
20. Select Update
21. You're Hunt Group is now ready to use.

17. **Group Members**

Group Members:

Available BizPhone Users

sydney

- Cordless, Sydney [U804246@bizphone.iinet.net.au]
- Premium, Sydney [U804248@bizphone.iinet.net.au]
- Standard, Sydney [U804247@bizphone.iinet.net.au]

Assigned BizPhone Users

- Standard, Perth [U122302@bizphone.iinet.net.au]
- Cordless, Perth [U143356@bizphone.iinet.net.au]
- Premium, Perth [U143355@bizphone.iinet.net.au]

18. [Move Right] [Move Left]

19. [Scroll Up] [Scroll Down]

20. **Update**

If you have a BizPhone query which has not been covered in this guide, please head over to our [BizPhone Support Resources](#) for additional information. You can also contact the iiNet Biz Support team directly by emailing bizsupport@iinet.net.au or calling 13 86 89.