Modify Hunt Groups

Use AT&T Business Ready™ hunt groups to create distribution guidelines that direct incoming phone calls to specific groups, such as your sales or support teams. Hunt groups connect callers to any available hunt group member who can help them.

Create a hunt group

1. Log in to AT&T Business Ready. The administrator’s homepage appears.
2. Click My Site, and then click a site name at the left. Your administrator’s dashboard appears.
3. Click Site Services. Your existing hunt group information appears. Each hunt group name has a designated phone number that callers use to reach the particular hunt group. This is called the lead phone number.
4. To assign numbers and extensions, click a row under Hunt Group Name, and then click Edit. The Edit Hunt Group window opens.

![Edit Hunt Group Window]

Note: When you’re assigning phone numbers for the first time, the Hunt Group Name and the Lead Phone Number are the same.
5. Make the following changes:

   - In the **Hunt Group Name** field, enter a name that represents your specific group, such as **Sales Team** or **Support Team**.
   - Create a custom name for caller ID to display. Make your name easy to recognize—for example, **HG Sales** or **HG Service Team**—and enter it in the **Caller ID label** field.
   - Enter an extension number (any two digits). The default extension number that appears in the window matches the last two digits of the lead phone number.

6. Click **Save**.

### Add users

1. In the Edit Hunt Group window, drag the user’s name from the **Available for assignment** section to the **Assigned to Hunt Group** section.

2. When you’re finished adding users, click **Save**.

### Manage hunt group settings

1. Still in the Edit Hunt Group window, click **Settings**.
2. In the **How do you want your phones to ring?** section, create your call distribution, or hunting, policy:

- To have phones ring simultaneously, select **All at the same time**.
- To have phones cycle through a specific ring sequence, select **One at a time**, and then select one of the following options:
  - **Ring in a circular sequence**—Use this option to ring the phones one at a time in the same order as they appear in the **Assigned to Hunt Group** list on the **Number Selections** tab of the Edit Hunt Group window. The call is sent to the first available person on the list, starting where the last call left off.
  - **Ring in the order of the Selected Number**—Use this option to ring phones one at a time, always starting with the same user and ringing one user at a time. Incoming calls go to the first available person listed in the **Assigned to Hunt Group** section on the **Number Selections** tab of the Edit Hunt Group window.
  - **Distribute calls evenly among phones**—Select this option to ring the user who has been idle (not on a hunt group call) the longest. As a call is completed, the user moves to the bottom of the call queue. The next incoming call goes to the user who has been idle the longest, and so on.
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- **Weighted Distribution of calls among phones**—Select this option to route calls to users based on their preconfigured percentage assignments. If you use this option, you must enter percentages for each user, and the percentages must total 100%. The hunting policy determines which phone to ring first based on the preset call distribution in relation to the history of call volume.

- To have a call move to another number after a specific number of rings, check the **Advance to the next number after <number of> rings** box and enter the number of rings.

- To prevent calls from going to voicemail, check the **Advance to next number when busy (no call waiting)** box.

3. To enable call forwarding for your hunt group when none of the hunt group members can answer the call, expand the **Forwarding** section, check the **If no answer after <number of> rings** box, and then enter the number of rings. After you check the box, the call forwarding options will include **Internal**, **External**, and **Extension**.

- If you select **Internal** or **External**, enter a phone number. If you click **Extension**, enter an extension number.

- To send a call to voicemail after it cycles through the hunt group forwarding policy, click **Send to voice mail**. The call goes directly to the voicemail associated with the selected phone number. For more information about voicemail, view Getting Started with Voicemail.

4. The Business Continuity feature makes sure that a caller doesn’t get dropped or lost if a phone becomes disconnected from the network. To use Business Continuity, expand the **Business Continuity** section, check the **If not reachable, forward calls to #** box, and then enter a phone number in the field that appears.

5. When you're finished, click **Save**.