Understanding Hunt Groups

Use AT&T Business Ready℠ hunt groups to direct incoming calls to specific groups, such as your sales or support team. Hunt groups are distribution processes that distribute incoming calls among hunt group members according to hunting policy guidelines you set. Hunt groups connect a caller to the first available team member who can answer the phone.

Hunt groups are a great feature for organizations that strive to provide exemplary customer service. For example, if you have four members in a customer service hunt group, the incoming calls go through the hunting policies you establish to help make sure that the phone is always answered by one of those four members.

Hunt Groups can include members from different teams. For example, a team member who provides service and sales support to your customers can be in two hunt groups—one for service and one for sales.

There’s virtually no limit to how many hunt groups a user can belong to, but that user will be limited by the amount of simultaneous calls they can handle based on their phone model type.

**Note:** You can assign a maximum of 99 users to one hunt group. Large hunt groups may cause signaling and bandwidth issues.

Business Ready hunt groups enable you to:

- Create and modify hunt group profiles.
- Assign users.
- Create call distribution policies.
- Determine how to handle calls when no one is available to answer the phone.
- Develop plans for business continuity.

To create hunt groups, view [Modify Hunt Groups](#).