Setting Up...

Hunting & Series Completion

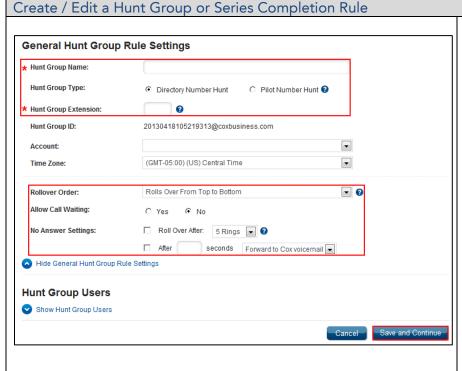
Feature Description

Hunting and Series Completion facilitates routing customer calls to a team of users. It is available with the VoiceManager Office and Anywhere packages, and IP Centrex service.

Solution

Never miss a customer call! Hunting and Series Completion facilitates routing calls to a team of employees. Routing can be customized based on the order phones ring, the number of rings at each extension before advancing calls to the next available user, and the treatment for any call that cannot be answered.

Setup



- Log in to VoiceManager MyAccount.
- Click the VoiceManager Tools menu in the left navigation bar.
- 3. Click the Advanced Call Settings tab.
- Under the Team Calling section, click the Hunting and Series Completion link.
- To create a Hunt Group rule, click the Add Hunt Group or Series Completion Rule link.

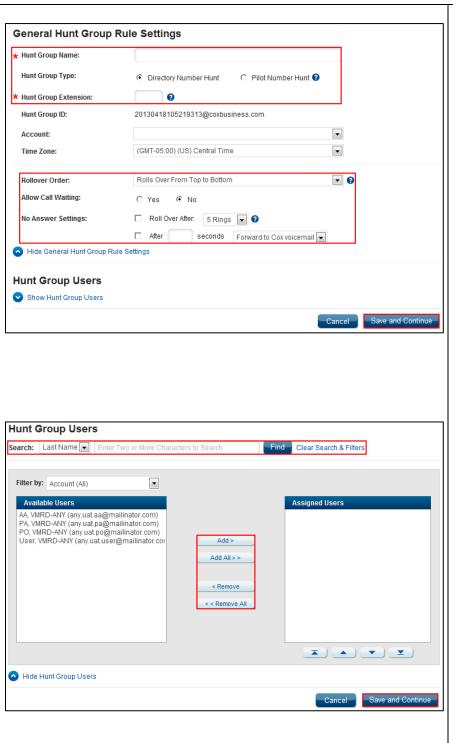
Note: the number of licenses or allowable groups is listed in the feature description above the link.

- 6. Click the **Rule Type** radio button for Hunt Group.
- 7. Click the Show General Hunt Group Rule Settings link.
- 8. Enter a descriptive title in the **Hunt Group Name** field.
- Click the radio button to select Directory Number Hunt or Pilot Number Hunt
- In a Pilot Number Hunt, click the Phone Number drop-down menu and



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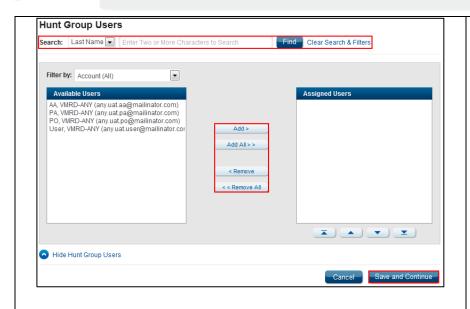


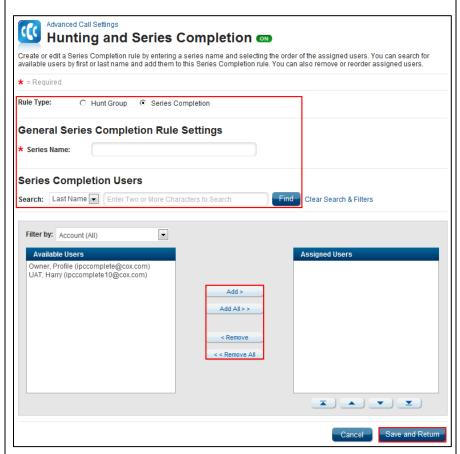
- select the phone
 number provided by the
 customer service
 representative. In a
 Directory Number Hunt,
 the Hunt Group
 Extension automatically
 matches the last four
 digits of the CSR
 provided phone
 number. In both, the
 number can be edited.
- 11. Click the **Account** dropdown menu and select the account to which to add the rule.
- 12. Click the **Time Zone** drop-down menu to select the timing to apply to the rule.
- 13. Click the **Rollover Order** to select how unanswered calls forward to members of the group.
- 14. Click the **Yes** or **No** radio buttons to **Allow Call Waiting**.
- 15. For **No Answer Settings**, click the **Roll Over After** checkbox.
- 16. Click the drop-down menu to select the desired number of ringsfrom 1 20, or click the After checkbox and enter the number of seconds to wait before forwarding the call.
- 17. Click the adjacent dropdown menu to select Forward to Cox VoiceMail or Forward to another number.
- 18. If clicking **Forward to Cox VoiceMail**, enter
 *55 then the phone



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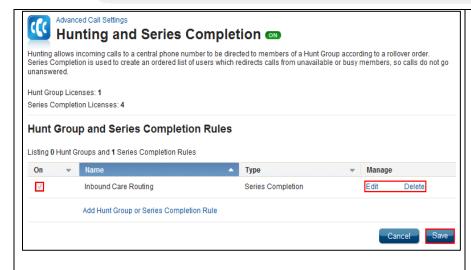


- number attached to the voicemail.
- 19. If clicking **Forward to**, enter another number in the field provided.
- 20. Click the **Show Hunt Group Users** link to add or edit users in a group.
- 21. Click on names from the **Available Users** list.
- 22. Click the Add or Add All button to move one or all to the Assigned Users list.
- 23. Likewise, click the Remove or Remove All button to remove users from the Assigned Users list and return them to Available Users.
- 24. To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
- Click either the Last Name or First Name option.
- 26. Enter the name in the **Search** field.
- 27. Click the Find button.
- 28. Click the **Save and Continue** button.
- 29. To change or cancel an existing rule, click the **Edit** or **Delete** link next to the rule.
- 30. Click the **Save and Continue** button.
- 31. Click the checkbox next to the **Hunt Group** or **Series Completion Rule** to activate the feature.
- 32. To create a Series Completion Rule, follow steps #1-5 under Create / Edit a Hunt Group, selecting the radio



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- button for **Series Completion** in step 5.
- 33. Enter a descriptive title in the **Series Name** field.
- 34. Click the drop-down menu next to **Search**, selecting **Last Name** or **First Name**, and enter the name in the field provided.
- 35. Click names in Available Users, then click Add or Add All, depending on the users selected.
- 36. To remove users from a group, click Remove or Remove All to move users back to Available Users list.
- 37. Click the **Save and Continue** button to return to the previous screen.
- 38. Click the checkbox next to the **Series Completion Rule** to activate the feature.
- 39. Click the **Save** button.

