

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

Create / Edit a Hunt Group or Series Completion Rule

General Hunt Group Rule Settings

* **Hunt Group Name:**

Hunt Group Type: Directory Number Hunt Pilot Number Hunt [?](#)

* **Hunt Group Extension:** [?](#)

Hunt Group ID: 20130418105219313@coxbusiness.com

Account:

Time Zone: (GMT-05:00) (US) Central Time

Rollover Order: [?](#)

Allow Call Waiting: Yes No

No Answer Settings:

Roll Over After: [?](#)

After seconds

[Hide General Hunt Group Rule Settings](#)

Hunt Group Users

[Show Hunt Group Users](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Advanced Call Settings** tab.
4. Under the **Team Calling** section, click the **Hunting and Series Completion** link.
5. 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.
9. Click the radio button to select **Directory Number Hunt** or **Pilot Number Hunt**.
10. In a Pilot Number Hunt, click the **Phone Number** drop-down menu and

General Hunt Group Rule Settings

* Hunt Group Name:

Hunt Group Type: Directory Number Hunt Pilot Number Hunt ?

* Hunt Group Extension: ?

Hunt Group ID: 20130418105219313@coxbusiness.com

Account:

Time Zone: (GMT-05:00) (US) Central Time

Rollover Order: ?

Allow Call Waiting: Yes No

No Answer Settings: Roll Over After: 5 Rings ?

After seconds

[Hide General Hunt Group Rule Settings](#)

Hunt Group Users

[Show Hunt Group Users](#)

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** drop-down 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 rings-from 1 – 20, or click the **After** checkbox and enter the number of **seconds** to wait before forwarding the call.
17. Click the adjacent drop-down menu to select **Forward to Cox VoiceMail** or **Forward to** another number.
18. If clicking **Forward to Cox VoiceMail**, enter *55 then the phone

Hunt Group Users

Search: Enter Two or More Characters to Search

Filter by:

Available Users	Assigned Users
AA, VMRD-ANY (any.uat.aa@mailinator.com)	
PA, VMRD-ANY (any.uat.pa@mailinator.com)	
PO, VMRD-ANY (any.uat.po@mailinator.com)	
User, VMRD-ANY (any.uat.user@mailinator.com)	

[Hide Hunt Group Users](#)

Hunt Group Users

Search: Last Name [v] Enter Two or More Characters to Search Find Clear Search & Filters

Filter by: Account (All) [v]

Available Users	Assigned Users
AA, VMRD-ANY (any.uat.aa@mailinator.com) PA, VMRD-ANY (any.uat.pa@mailinator.com) PO, VMRD-ANY (any.uat.po@mailinator.com) User, VMRD-ANY (any.uat.user@mailinator.com)	

Hide Hunt Group Users [v]

Cancel Save and Continue

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.
25. 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

Advanced Call Settings

Hunting and Series Completion ON

Create or edit a Series Completion rule by entering a series name and selecting the order of the assigned users. You can search for available users by first or last name and add them to this Series Completion rule. You can also remove or reorder assigned users.

* = Required

Rule Type: Hunt Group Series Completion

General Series Completion Rule Settings

* Series Name:

Series Completion Users

Search: Last Name [v] Enter Two or More Characters to Search Find Clear Search & Filters

Filter by: Account (All) [v]

Available Users	Assigned Users
Owner, Profile (ipccomplete@cox.com) UAT, Harry (ipccomplete10@cox.com)	

Cancel Save and Return

Advanced Call Settings

Hunting and Series Completion ON

Hunting allows incoming calls to a central phone number to be directed to members of a Hunt Group according to a rollover order. Series Completion is used to create an ordered list of users which redirects calls from unavailable or busy members, so calls do not go unanswered.

Hunt Group Licenses: 1
Series Completion Licenses: 4

Hunt Group and Series Completion Rules

Listing 0 Hunt Groups and 1 Series Completion Rules

On	Name	Type	Manage
<input checked="" type="checkbox"/>	Inbound Care Routing	Series Completion	Edit Delete

[Add Hunt Group or Series Completion Rule](#)

[Cancel](#) [Save](#)

- 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.