

Hunt Groups

Horizon has the ability to establish a variety of hunt groups to route calls to multiple locations when an incoming call is received. Each user will be called in order of the group until a free user is reached.

Hunt Group Types

Hunt Group	Description
Circular	A Circular hunt group sends the incoming calls to users according to their position in the list. After a call has been answered, the next call will be answered by the person following the user who answered, even if the call is at the top of the list.
Regular	A Regular hunt group sends the incoming call to the next available user in the hunt group. Regular hunt groups will restart from the 1st member of the group when a new call is delivered.
Simultaneous	A Simultaneous hunt group sends incoming calls to all users in the group at the same time. Once the call has been answered, the remaining calls to all the other users will be released.
Uniform	A Uniform hunt group sends the incoming call to the user who has been idle the longest. After a user has answered the call, they'll move to the bottom of the queue.
Weighted	A Weighted hunt group sends the incoming call to the users according to a percentage you assign them.

Setup a Hunt Group

Hunt Groups are set up by the Company Administrator

Before you start to set up your Hunt Group, you need to make sure that you have Hunt Group Add-ons to do this. This is done by completing the following actions:

1. Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
2. Select your account and locate the company that you want to set up a Hunt Group.
3. Using the "Actions" drop-down select "Manage Bolt ons".
4. From here you can see what bolt-ons you have and how many are currently in use. If you need to add any more Hunt Group add-ons, scroll to the bottom of the page and click "Add More Bolt ons" and then you can add as many bolt-ons as you need by adding against "Hunt Group".

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the "Actions" button and selecting "Login to Horizon".

Step 3

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Add".

The screenshot shows the Horizon web interface for managing Call Groups. The 'Call Groups' menu is open, and 'Hunt Group' is highlighted. The main form includes fields for Name, Number, Site (dropdown), and Department (dropdown). A search button is also present. Below the form is a table of existing Hunt Groups:

Name	Site	Phone Number	Status
Test Hunt Group 1	ColourfulSiteUat	(4321)	Active

At the bottom, there are buttons for 'Delete Selected' and '+ Add'.

Step 4

You will now be in the wizard for Hunt Groups. On the first page you will be setting up the following:

- **Site** - the site that the Hunt Group will be used for. All the users of the Hunt Group will be on this site.
- **Group Details** - enter the name, username and department that you'd like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- **Caller ID** - this will be what is displayed on the handset when the Hunt Group is used.

Dashboard / Group Management / Hunt Group / Create New Hunt Group

Create Hunt Group Account Options Select Users Assign Number

H?W

Location

Site: ColourfulSiteUat

WH?T

Group Details

Name: Hunt Group Test

Department: first department

Username: huntgrouptest @ uat.branding.com

WH?T

Caller ID

Calling ID First Name: Hunt Group

Calling ID Last Name: Test

WH?T

Cancel Continue

Step 5

Now you can configure the options for the Hunt Group. The available options during the setup of the Call Queue Group are:

- **Ring Order:** Select if you want a Circular, Regular, Simultaneous, Uniform or Weighted Hunt Group
- **No Answer Action:** If a user does not answer the call, how many rings before it skips to the next user, or if you want to forward the call to a specific number after a defined amount of seconds.
- **Unreachable Action:** If you want to set up Call Forwarding if unreachable. This is designed to forward a call in the event that the subscriber's device is not registered with the Horizon platform. In the case of a call group, all devices associated with the call group need to be unregistered for the unreachable divert to be applied. The unreachable divert only occurs in the event that the device or devices become unregistered from the Horizon platform, typically due to an issue with connectivity between Horizon and the site/device being hard down, unreachable should not be considered as a disaster recovery feature for any other scenario outside of this.

- **Additional Options:** If you would like [Distinctive Ringing](#) for external calls, or if you would like to enable [Call Waiting](#)

[Dashboard](#) / [Group Management](#) / [Hunt Group](#) / [Create New Hunt Group](#)

Create Hunt Group

Account

Options

Select Users

Assign Number



Your new hunt group has been created successfully, you have 0 Hunt Group subscriptions remaining

Ring Order

- Circular
- Regular
- Simultaneous
- Uniform
- Weighted

WH?T

No Answer Action

- Skip to next agent after rings - Forward call to: after seconds

WH?T

Unreachable Action

- Enable Call Forwarding when unreachable
Forward call to:
- Make hunt group busy when all available agents are unreachable

Additional Options

- Enable call waiting
- Distinctive Ringing for External Calls

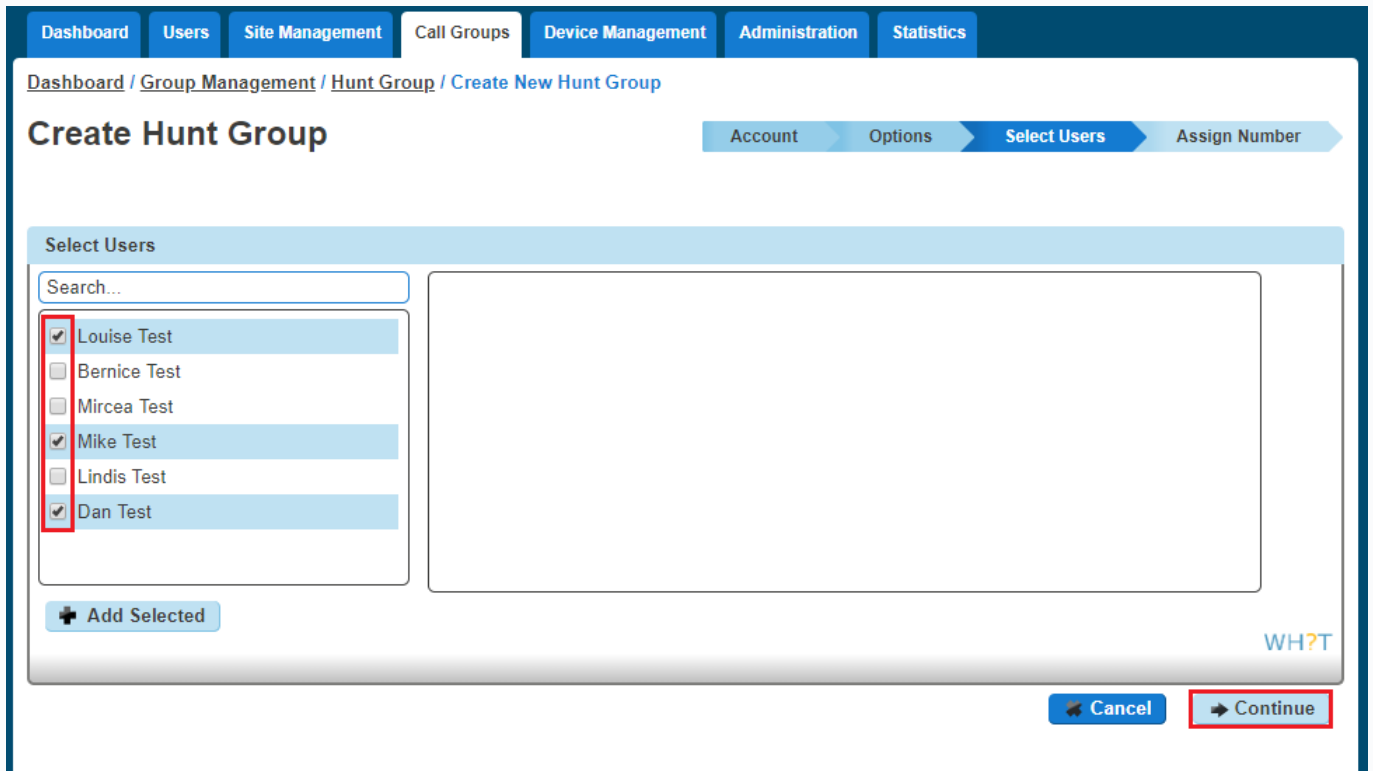
WH?T

Cancel

Continue

Step 6

Select the users which you want in the Hunt Group, click “Add Selected” so that they move to the box on the right-hand side of the screen and then click “Continue”.



Step 7

Find an available number that you have on your Horizon Company to assign to and type in a free extension.

“Finish and Show List” will finish the setup with the basic settings of the Hunt Group.

“Finish and Edit” will finish the setup with the basic settings of the Hunt Group and allow you to edit some of the more advanced options. These include:

- [Call Recording](#)
- [Voicemail](#)
 - What announcement should be used for the voicemail
 - If you want voicemail notifications to be sent to an email address

- If you want all calls to be sent to voicemail
- Change Voicemail Passcode for the Call Queue Group

- [Scheduling](#) (Advanced Settings)

- [Call Forwarding](#) (Advanced Settings)

- [Call Forwarding when Busy](#) (Advanced Settings)

Add/Remove Users to/from a Hunt Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Group”. On the Hunt Group page click “Edit”.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups						
<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input checked="" type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	████████ (5192)	✓	<input type="button" value="Deactivate"/> <input checked="" type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 4

Select the "Select Users" tab. From here you can add new users from the table on the left-hand side by clicking "Add Selected", and remove users by clicking the white "X" next to the user you want to remove.

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account Options **Select Users** Assign Number Call Recording Voicemail Advanced Settings

Select Users

Search...

- Adam Eckersley
- Oliver Test
- Bernice Test
- Mircea Test
- Mike Test
- Lindis Test
- Dan Test

+ Add Selected

- ⋮ Louise Test X
- ⋮ Bob Test X

WH?T

✓ Save

Edit a Hunt Group Settings

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Group”. On the Hunt Group page click “Edit”.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups						
<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	████████ (5192)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 4

From here you will be presented with the following options:

Account

- Change the name and Caller ID settings

Options

- Change the Hunt Group Settings, including:
 - Ring Order
 - No Answer Action

- Unreachable Action
- Call Waiting
- Distinctive Ring for External Calls

Select Users

- Add or remove users from the Hunt Group

Assign Number

- Change the telephone number of the Hunt Group
- Change the extension number of the Hunt Group

Call Recording

Voicemail

- What announcement should be used for the voicemail

- If you want voicemail notifications to be sent to an email address
- If you want all calls to be sent to voicemail
- Change Voicemail Passcode for the Call Queue Group

Delete a Hunt Group

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

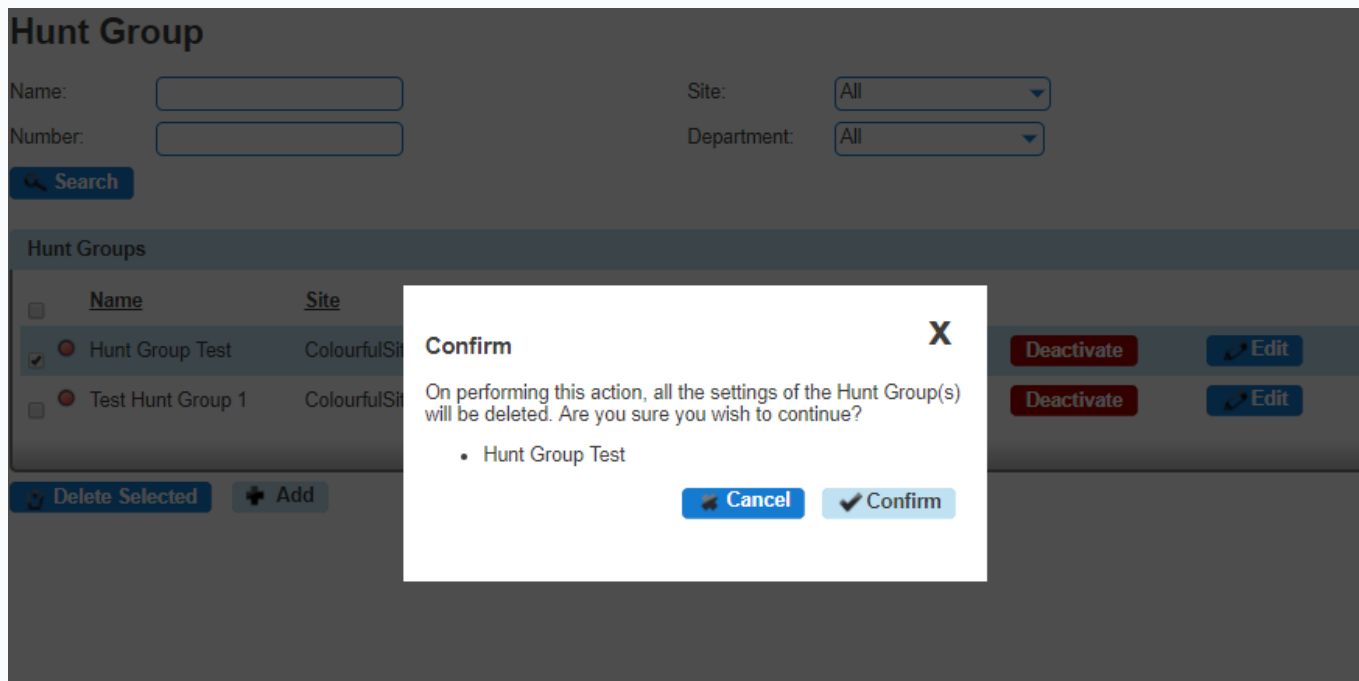
Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Group”. On the Hunt Group page select the Hunt Group(s) that you want to delete and then click the “Delete Selected” option.

Click “Confirm” when asked if you are sure that you want to continue deleting the Hunt Group.



Apply a Schedule to a Hunt Group

For help on how to set up a Schedule, please see our [Schedule](#) article.

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Group”. On the Hunt Group page click “Edit”.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups						
<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input checked="" type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	████████ (5192)	✓	<input type="button" value="Deactivate"/> <input checked="" type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 4

Select the “Advanced Settings” tab and switch “Enable Virtual Package” to On.

Click the “Edit” button next to Schedule and this will load up the settings for Schedules.

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Group Management / Hunt Group / Edit Hunt Group

Edit Hunt Group Test

Account | Options | Select Users | Assign Number | Call Recording | Voicemail | **Advanced Settings**


Advanced Settings

Enable Virtual Package WH?T

Advanced Features

Status	Name	Activate	Edit
●	Schedule	Activate	Edit
●	Call Forwarding	Activate	Edit
●	Call Forwarding When Busy	Activate	Edit
●	Nuisance Call Management	Activate	Edit

Schedule

Forward To: 

Do not use a schedule Use the following schedule

Select "Use the following schedule". You should apply the out-of-hours schedule in the "Closed hours". With this, you're telling Horizon what times you want it to forward calls.

Additional Routing allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays.

Important

If you don't put any schedule in Closed Hours and only use Additional Routing, the calls will always forward instead of following the schedule.

If you haven't set up a schedule yet, you can use the "+" icon to set up a new schedule. Please see the [Schedules](#) article on how to create schedules for Hunt Groups.

Listening to your Hunt Group Voicemail

Step 1

Dial the [Voice Portal](#) extension or full number.

If you are dialling from a Horizon Company handset then you should press “*” and then enter the hunt group extension number.

If you dial the full number from a phone that is not on the Horizon Company then you will be prompted to enter the extension number of the Hunt Group.

Step 2

Enter the Voicemail Passcode for the Hunt Group and then press 1 to access the voicemail box.

Resetting a Hunt Group's Voicemail Passcode

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Call Groups” option and then select “Hunt Group”. On the Hunt Group page click “Edit”.

Dashboard Users Site Management **Call Groups** Device Management Administration Recorded Calls Statistics

Dashboard / Group Management / Hunt Group

Hunt Group

Name: Site:

Number: Department:

Hunt Groups						
<input type="checkbox"/>	Name	Site	Department	Phone Number	Status	
<input type="checkbox"/>	Hunt Group Test	ColourfulSiteUat	first department	[REDACTED] (5192)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>
<input type="checkbox"/>	Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	✓	<input type="button" value="Deactivate"/> <input type="button" value="Edit"/>

Step 4

Select the "Voicemail" tab and press the "Change Voicemail Passcode" button.

Edit Hunt Group Test

Voicemail

Enable Voicemail ?

Voicemail Settings ?

Announcement

Use Default with Personalised Name Audio Browse ?

Use My Audio file Browse ?

Notification Settings

Notify Me at This Address

Voicemail Options

Send All Calls to Voice Mail

Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

Change Voicemail Passcode Save

Step 5

Enter the new PIN and then confirm the PIN.

Voicemail

 Enable Voicemail

Voicemail PIN

Create New Voicemail PIN

New PIN

Confirm PIN

[← Back](#)[Save](#)

Passcode Rules

It cannot have Sequential digits

Sequentially ascending digit patterns are those that increase by one from each number to the next. Sequentially descending digit patterns are those that decrease by one from each number to the next. Any sequence of 3 sequential digits in a passcode will be rejected by Horizon. Examples of rejected passcodes: 123545, 365472, 123456, 426987

It cannot have repeated Digits

Any sequence of 3 repeated digits will be rejected by Horizon. Examples of rejected passcodes: 111537, 485552, 342333, 444444

It cannot have Repeating Sequences

If the passcode is only formed by repeating sequences, the passcode will be rejected by Horizon. Examples of rejected passcodes: 24 24 24, 747 747, 9123 9123

It cannot have the Extension on passcode

If the passcode contains the extension or the reverse of the extension on the passcode, the passcode will be rejected by Horizon. Example: Passcode 6074
Example of rejected passcodes: 607434, 360744, 534706, 470606

It cannot be part of the phone number

If the passcode is part of the phone number or the reverse of the passcode is part of the phone number, the passcode will be rejected by Horizon. Example: Phone Number 02054275924 Example or rejected passcodes: 205427, 275924, 295724, 245020