

2018

# LOGIX Hosted PBX

CUSTOMER HUNT GROUP

# LOGIX Hosted PBX Customer Hunt Group

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## Revision History

Version	Release Date	Author	Changes
10.2.2018	TBD	Joshua Foshee	First Release

## Release Document Storage Location

Logix.com -> Customer Resources

[Web link](#)

# LOGIX Hosted PBX Customer Hunt Group

## Overview

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In this guide we will cover the Hunt Group for Logix Hosted PBX. We will go over how to setup the hunt group as well as changing the options. There is a video to cover this that you can find on the Logix.com website under Customer Resources.

# LOGIX Hosted PBX Customer Hunt Group

## Hunt Group

1. We will start by login into the admin portal. You then will go to group and open up advance hunting.

The screenshot shows the LOGIX FIBER NETWORKS admin portal. The top navigation bar includes 'Account', 'Settings', 'Group', 'Contact Center', 'Support', and 'Manage Locations'. The user is logged in as '214.716 (Kim Dallas)'. The 'Group' menu is expanded, showing options like 'Group Feature Settings', 'Account/Authorization Codes', 'Announcement Repository', 'Auto Attendant', 'Auto Attendant - Tree', 'Call Park', 'Call Pickup', and 'Advanced Hunting'. The 'Advanced Hunting' option is selected, and a red arrow points to it. Below the menu, there is a description: 'Utilize all your lines and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call rolls over the next number in the Hunt Group.' A table lists the hunt groups:

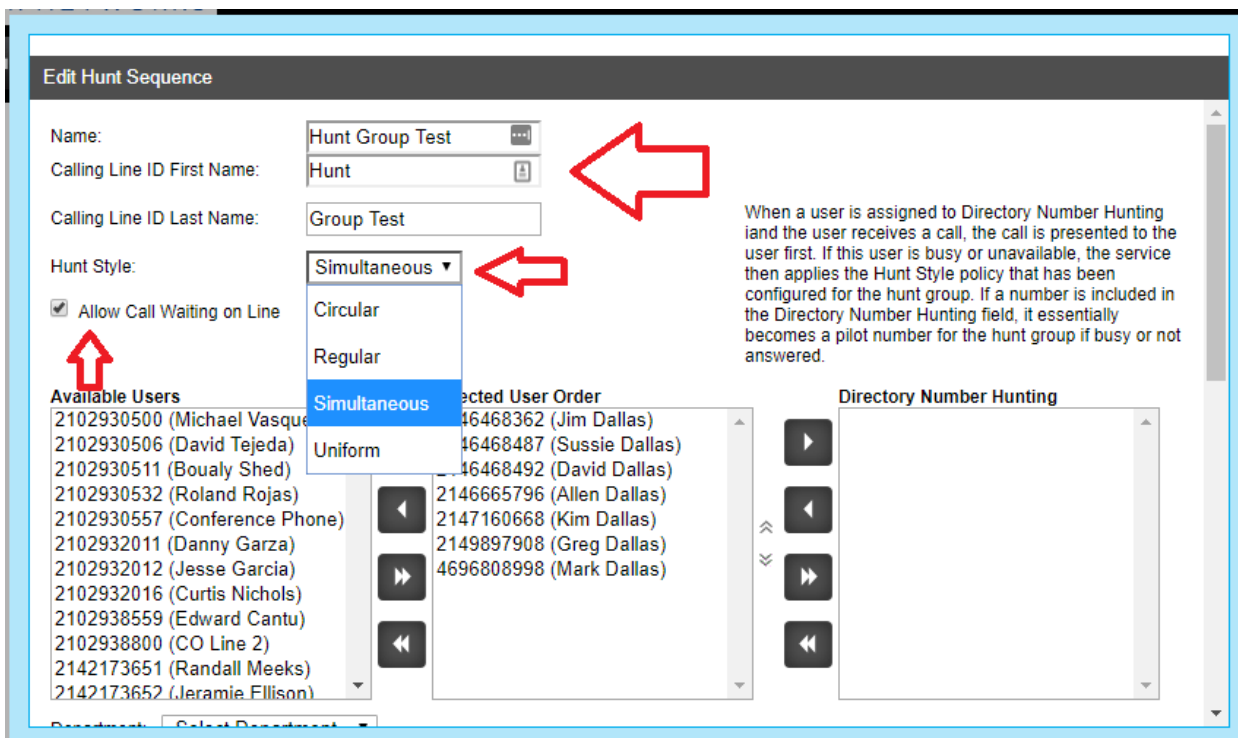
Group Name	Number	Extension	Edit
Hunt Group Test	4694	4052	Edit

A red arrow points to the 'Edit' button for the 'Hunt Group Test' entry. There is also a 'Cancel' button and a 'See instructions' link at the bottom right.

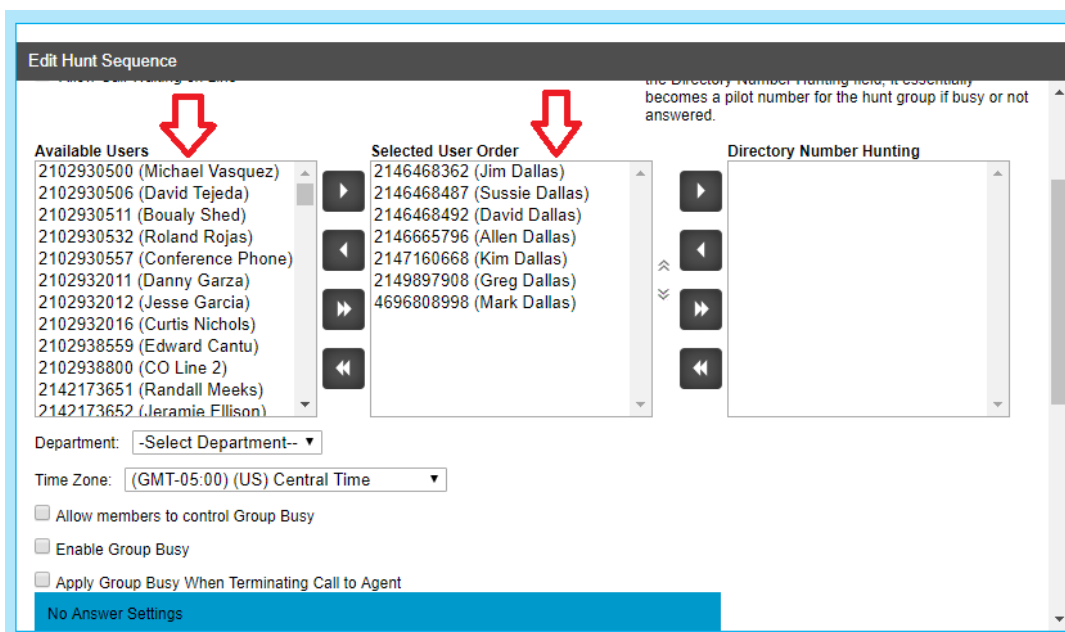
2. You can click edit to take you into the settings of the hunt group.

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- Once you are in the settings you can change the hunt group name and caller ID at the top. Set this to something that you can identify as this will be the caller ID that will be added to calls later. You can also select the hunt group style. Check "Allow Call waiting on the line" if you want users to get more than one call.



- After you have made those selection you can then choose who you want in the group. Move users to the center column to add them to the group.



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- The call will ring in the group forever if no one picks up so you may want to setup the forward after so many rings to forward to another hunt group or voicemail. I would also check "Customize the CLID" at the end and check "Include Hunt Group Name".

**Edit Hunt Sequence**

Apply Group Busy When Terminating Call to Agent

**No Answer Settings**

Skip to next agent after rings  rings

Forward call after waiting seconds  seconds

Calls forward to :

**Not Reachable settings**

Enable Call Forwarding Not Reachable

Calls forward to :

Make Hunt Group busy when all available agents are not reachable

**Calling Line ID Settings**

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID