



SCS 4.0

Hunt Group Setup & Operation

Task Based Guide

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Table of Contents

SCS 4.0	1
Hunt Group Set Up & Operation	5
Overview	5
Required Information	6
Flow Chart	7
Accessing the SCS Programming Interface.	8
Web Browser requirements for accessing the SCS system	8
Configuring Hunt Groups on the SCS.....	11
Adding User Extensions to the Hunt Group.	15
Determining the Call Sequence for Hunt Group User Extensions.....	17
Use Voicemail.....	21
Allow Call Forwarding	21
Defining a Fallback Destination.....	22
Examples of Incoming Call Scenarios for Hunt Groups.....	26
Avaya Documentation Links	28

Hunt Group Set Up & Operation

Overview

The SCS system can be configured with a hunt group extension that when called, triggers a calling sequence to a group of member extensions. The calling sequence can be determined by the SCS administrator. For example the administrator can determine:

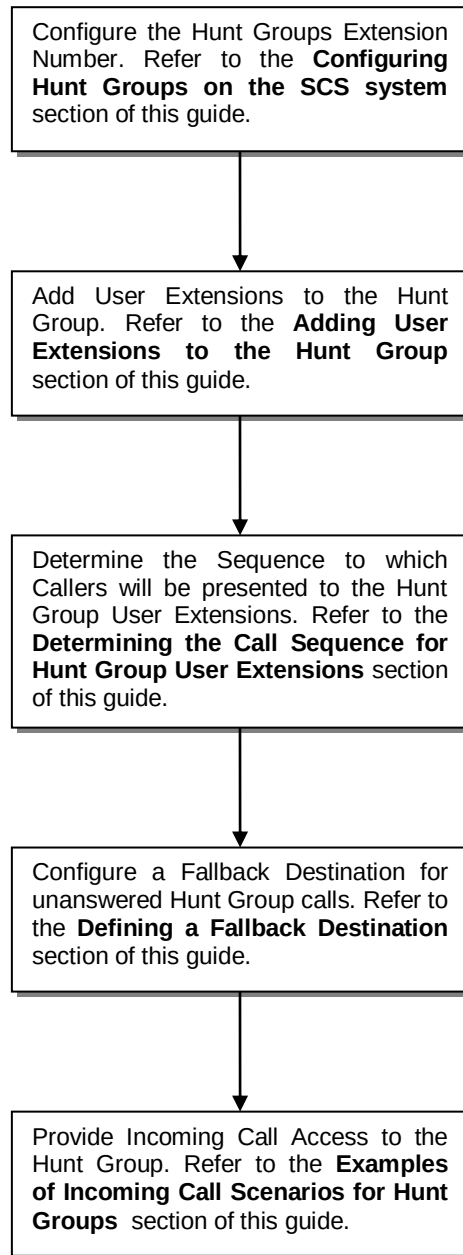
- Whether all hunt group extensions ring at the same time when a call is presented to them.
- In what order the hunt group extensions ring.
- Whether hunt group extensions ring in a prioritised fashion.
- Whether a fallback destination will be used, when a call is not answered by any hunt group extension.

Required Information

The following questions should be considered for the successful installation and configuration of the Hunt Group facility on the SCS system:

- How many Hunt Groups are required?
- What Hunt Group extensions will be utilised for the hunt groups?
- Which extensions will be assigned to a particular hunt group?
- In what order will calls be presented to the Hunt group extensions?
- What final destination will be used for unanswered hunt group calls?
- What incoming call access will be provided to the Hunt Groups?

Flow Chart



Accessing the SCS Programming Interface.

Web Browser requirements for accessing the SCS system

Avaya recommends the following browsers for accessing the GUI of the SCS:

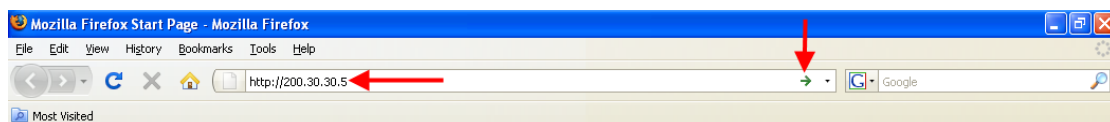
- Mozilla Firefox 3.5 or later
- Internet Explorer version 7.0 or later

In order to configure the Software Communications System you will need to login to the system with an account that has administrative privileges.

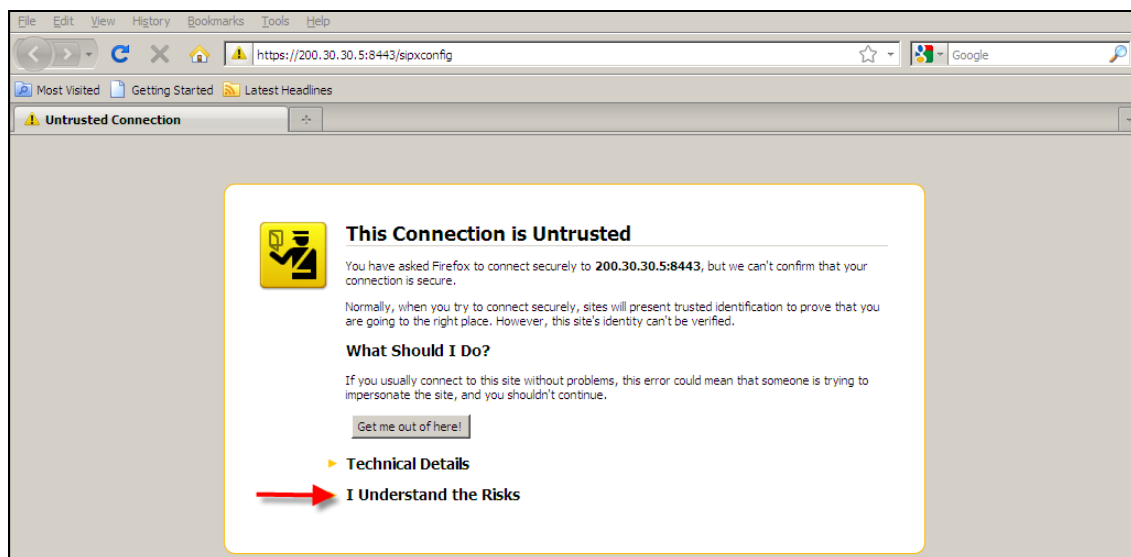
Please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide** for details of how to create users and assign them administrative privileges.

The following procedure describes how to access the SCS web browser administration utility:

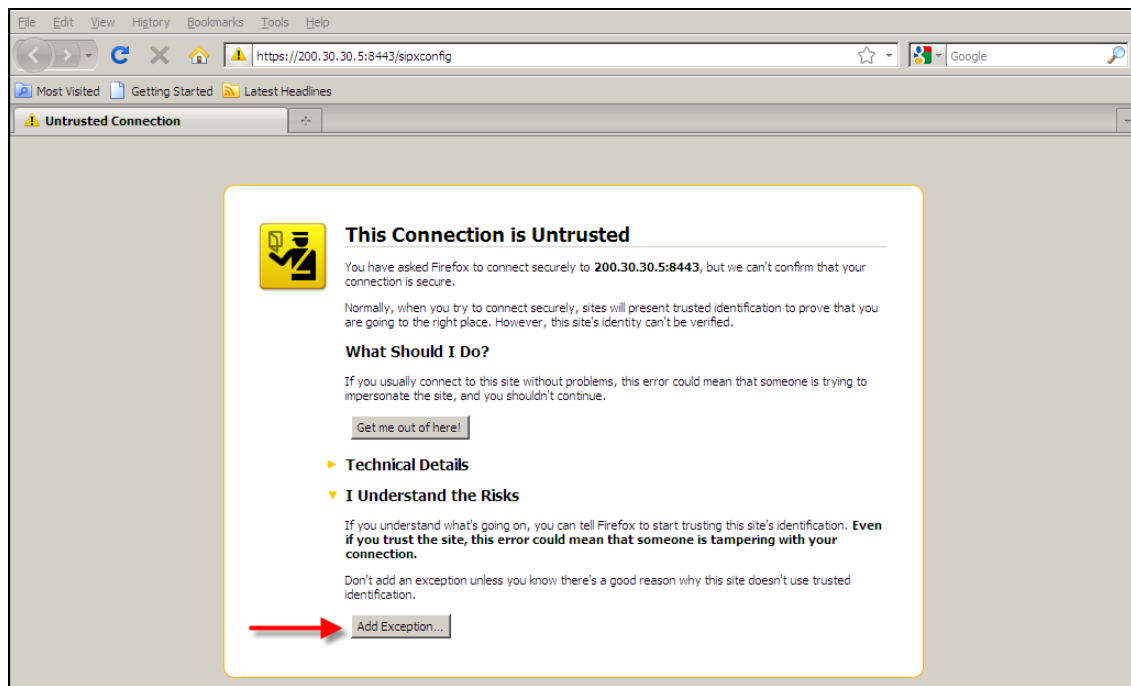
1. Open your web browser and enter the IP address or FQDN (Fully Qualified Domain Name) of the SCS system in the address bar. Then press enter.



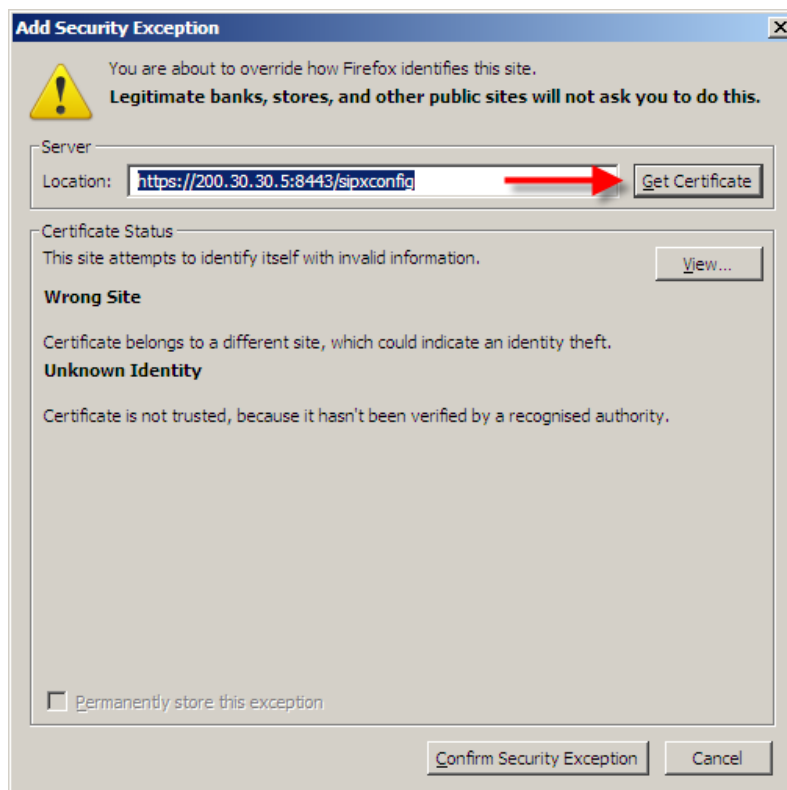
2. Depending on your browser settings, you may receive a warning concerning the site's security certificate. Approve the certificate by clicking on **OK** (or **Yes**, depending on which browser you are using) to continue browsing to the SCS administrator portal.
3. If you are using Mozilla Firefox 3.6, an exception will have to be added to a security certificate exception. Click on the **I Understand the Risks** link.



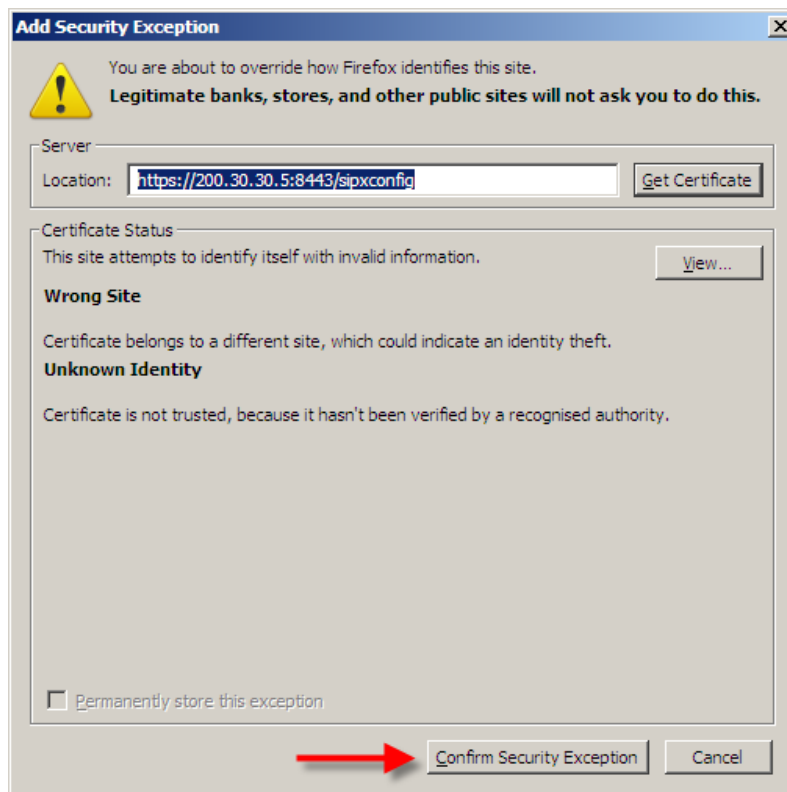
4. Click on **Add Exception**.



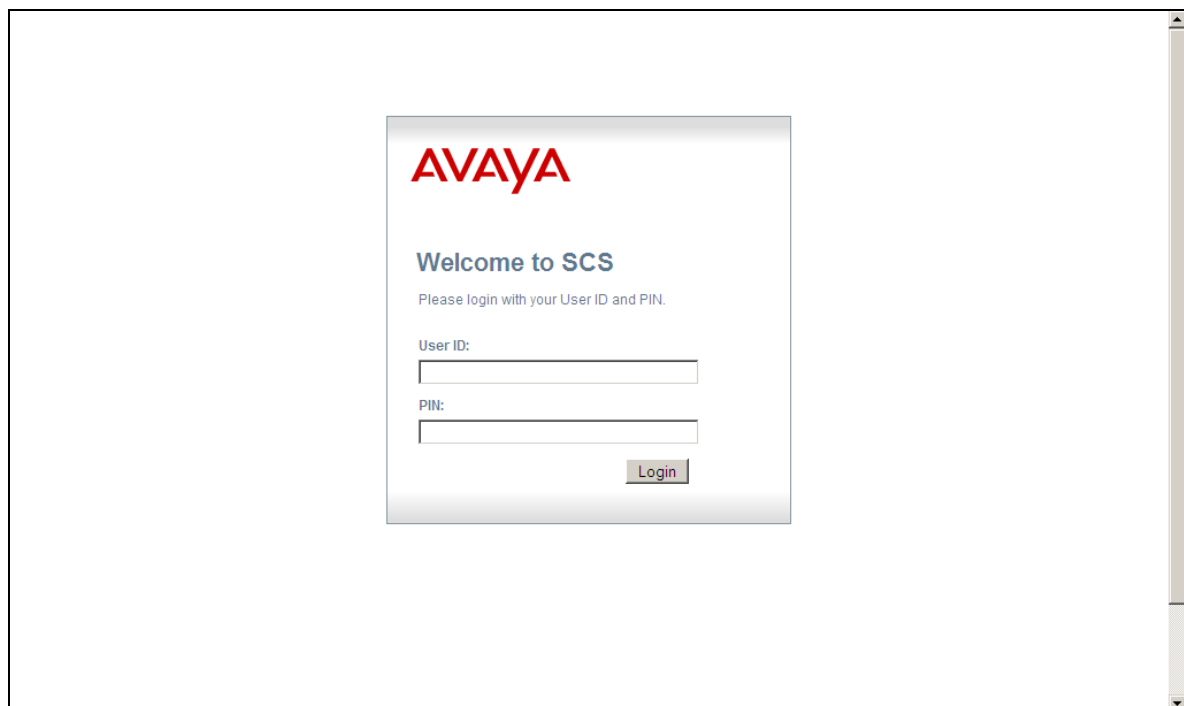
5. Click **Get Certificate**. This is a default certificate installed by the system at the point of installation to ensure security. To avoid exception messages in the future you can install a trusted certificate from within the browser – open the **System** menu and select **Web Certificates**.



6. Now click **Confirm Security Exception**.

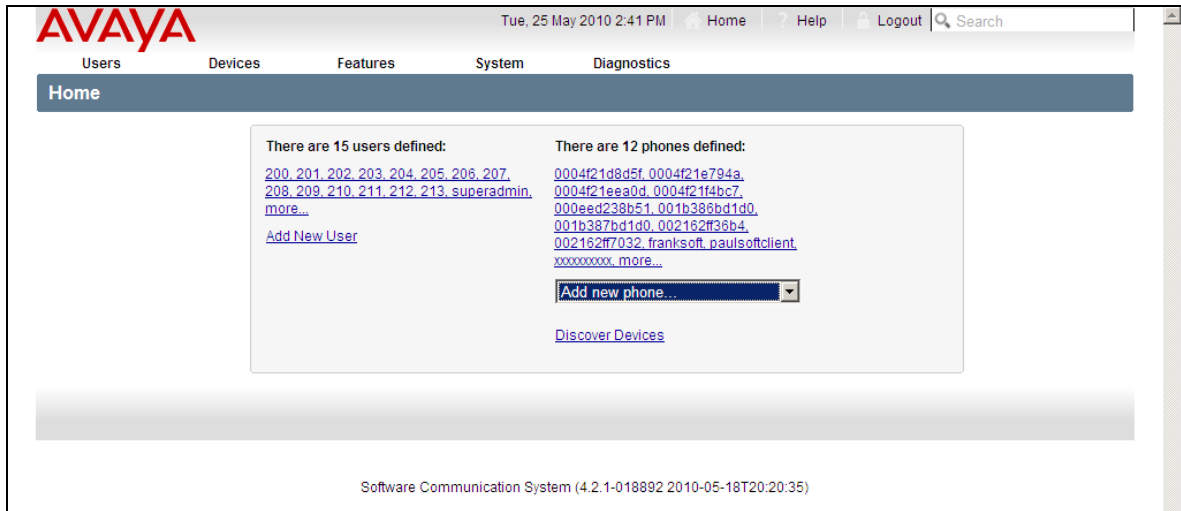


7. You will be presented with the initial login screen. Enter the user id **superadmin** and the password (PIN) previously defined by the administrator. Then click the **Login** button.



Note: For details of how to configure Users for the SCS please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide**.

8. You will be presented with the SCS Interface.

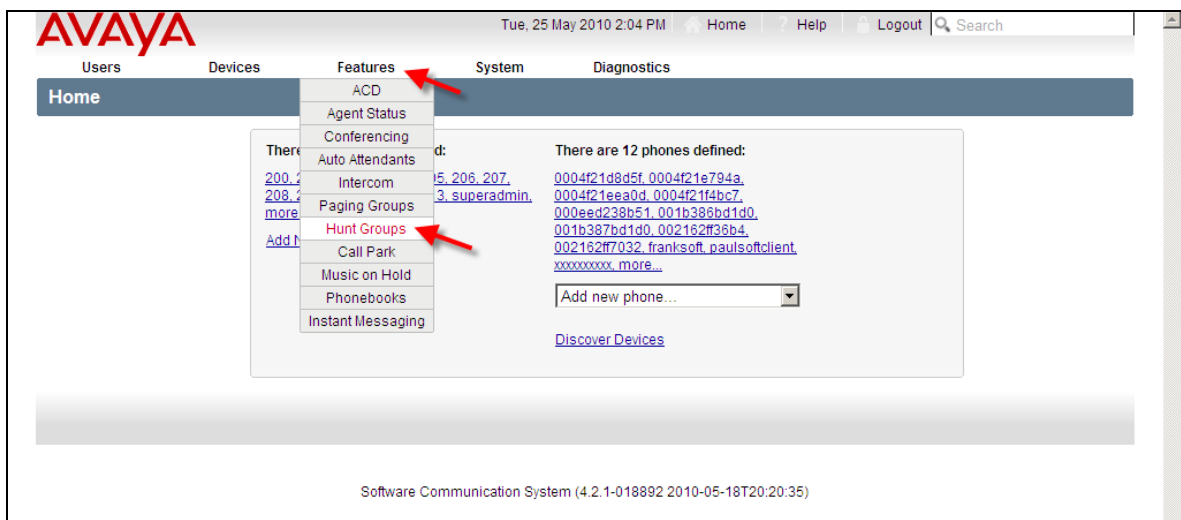


Configuring Hunt Groups on the SCS

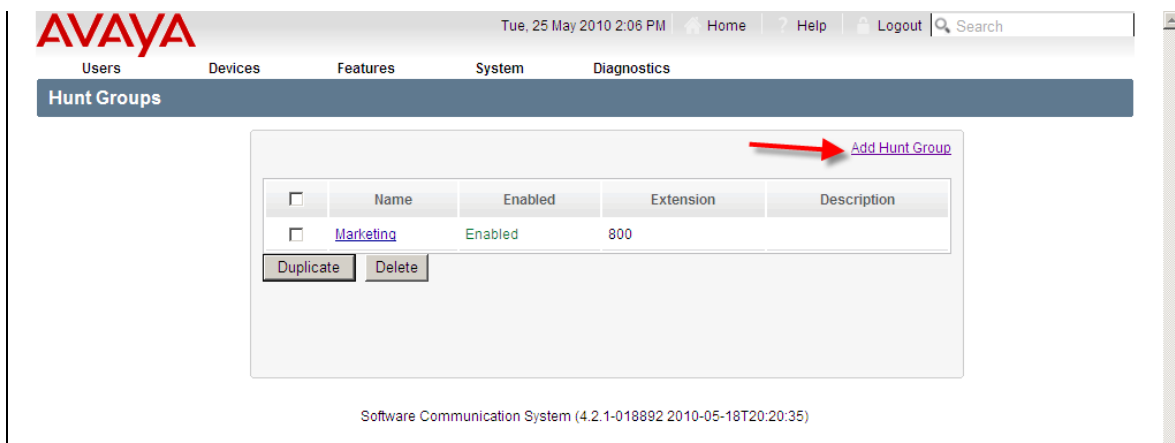
The following steps define how a Hunt Group can be configured. The steps themselves have been subdivided into a number of headings but are all part of the overall configuration process.

To create a hunt group:

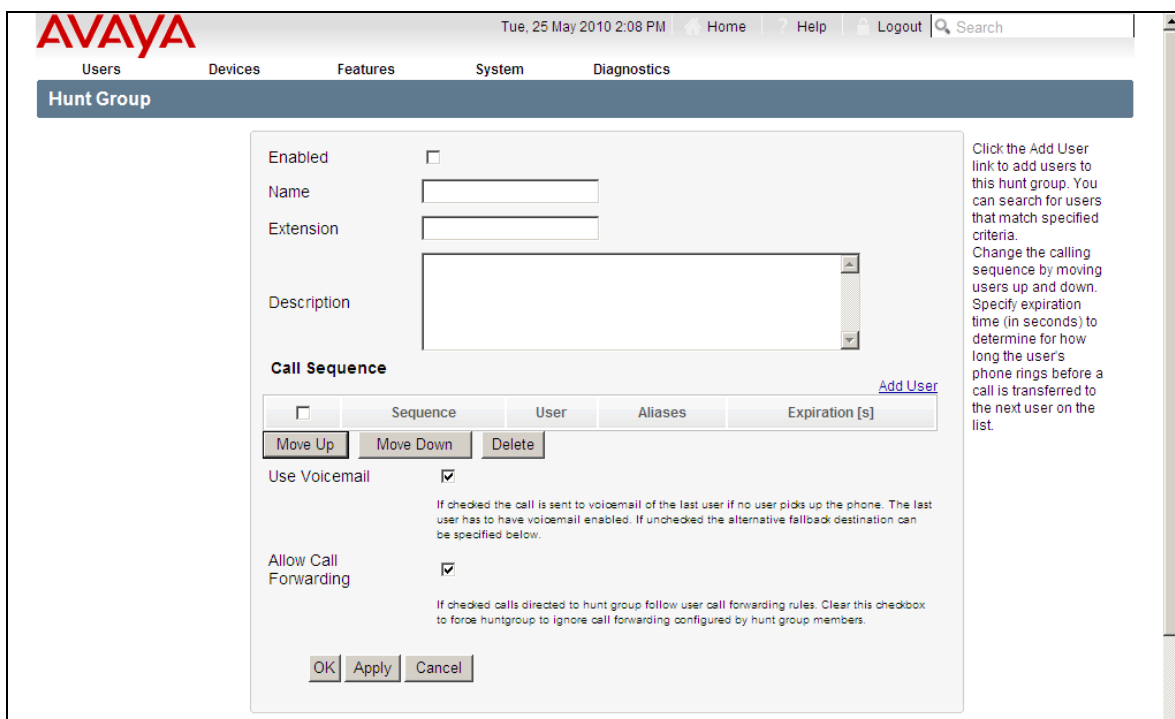
1. Click the **Features** heading followed by **Hunt Groups**.



- You will be presented with the **Hunt Groups** screen. Click on the **Add Hunt Group** link.



- A new Hunt Group can now be configured.



4. To enable the Hunt Group select the **Enable** check box.

AVAYA

Tue, 25 May 2010 2:08 PM Home Help Logout Search

Users Devices Features System Diagnostics

Hunt Group

Enabled ☒ →

Name

Extension

Description

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to

5. In the **Name** field enter a name for this Hunt Group.

AVAYA

Tue, 25 May 2010 2:10 PM Home Help Logout Search

Users Devices Features System Diagnostics

Hunt Group

Enabled ☒

Name →

Extension

Description

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to

6. In the **Extension** field enter an extension number for this hunt group.

Note: The Extension number has to be unique. If you attempt to enter an extension that is already being used for example by another user, you will be presented with a warning when the hunt group is applied

Enabled ☒

Name

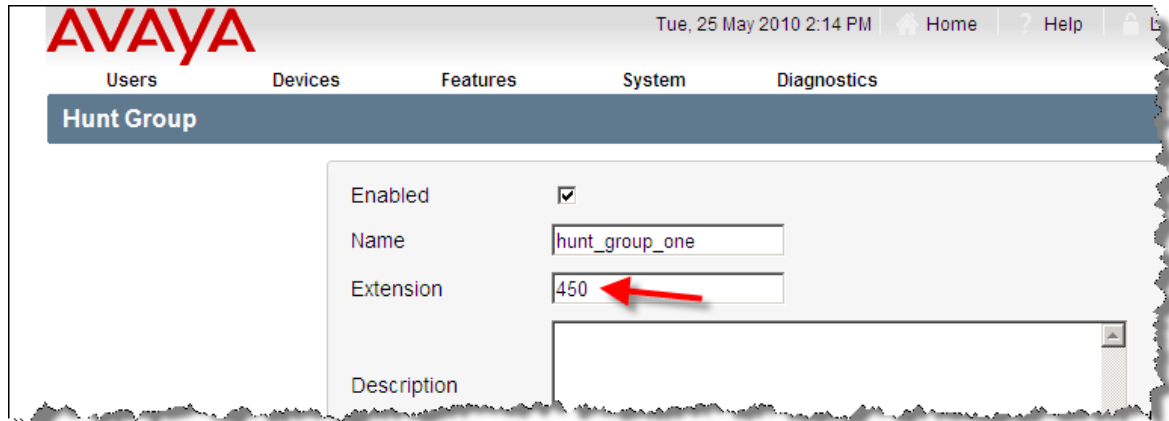
Extension

Description

Extension 307 is already in use. Please choose another extension for this hunt group.

7. In this example, a unique extension number of 450 has been allocated to this hunt group.

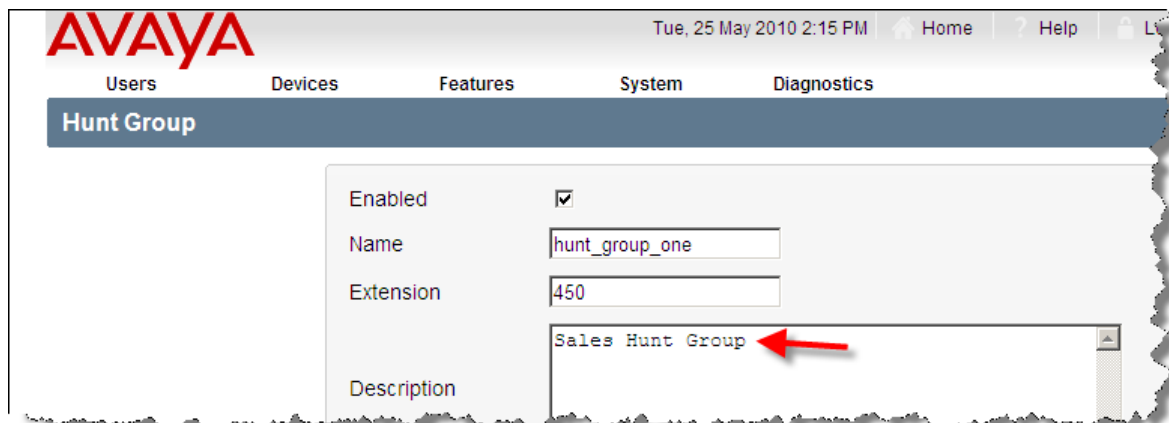
Note: The Hunt Group extension number could be defined to match the received digits of an incoming call received from a gateway, for example 670202. Please refer to the **Examples of Incoming Call Scenarios for Hunt Groups** section of this guide.



The screenshot shows the Avaya web interface for configuring a Hunt Group. The top navigation bar includes the Avaya logo, the date and time (Tue, 25 May 2010 2:14 PM), and links for Home, Help, and Logout. Below the navigation bar are tabs for Users, Devices, Features, System, and Diagnostics. The 'Hunt Group' tab is selected. The configuration form includes the following fields:

- Enabled:** A checkbox that is checked.
- Name:** A text field containing 'hunt_group_one'.
- Extension:** A text field containing '450', with a red arrow pointing to it.
- Description:** An empty text area.

8. In the **Description** field, enter a description for this hunt group.



This screenshot shows the same Avaya web interface as the previous one, but now the 'Description' field is populated. The fields are:

- Enabled:** A checked checkbox.
- Name:** A text field with 'hunt_group_one'.
- Extension:** A text field with '450'.
- Description:** A text area containing 'Sales Hunt Group', with a red arrow pointing to it.

Adding User Extensions to the Hunt Group.

The User extensions (hunt group members) can now be added to the hunt group.

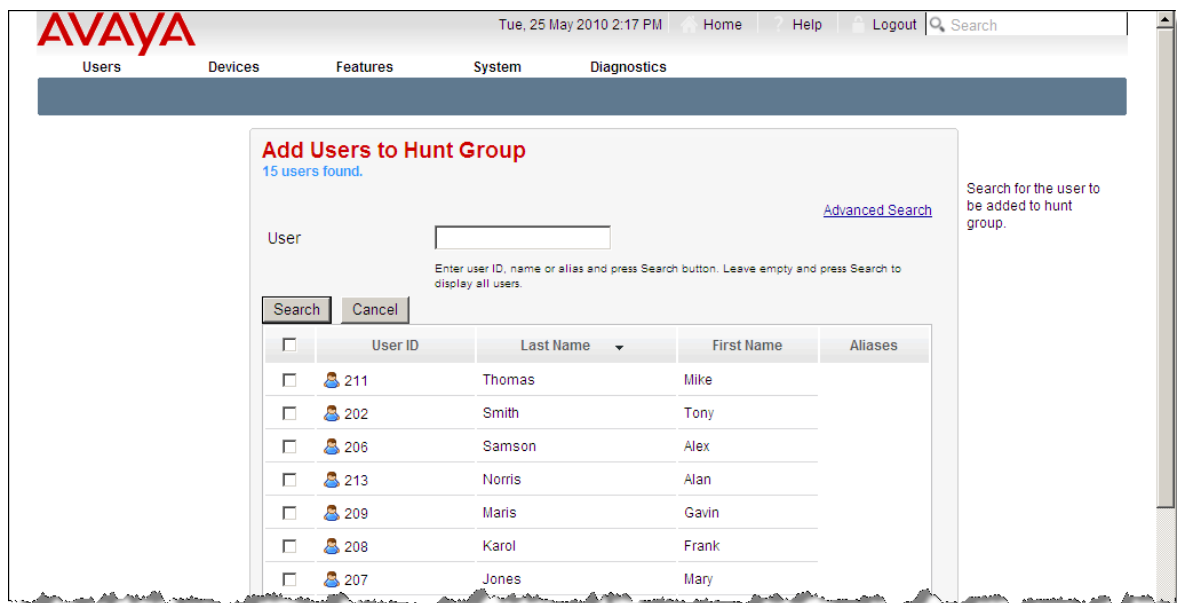
1. From the Hunt Group screen click on the **Add User** link.

The screenshot shows the Avaya Hunt Group configuration interface. The top navigation bar includes 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The 'Hunt Group' section is active. The configuration form includes fields for 'Enabled' (checked), 'Name' (hunt_group_one), 'Extension' (450), and 'Description' (Sales Hunt Group). Below these is the 'Call Sequence' section with a table for adding users. A red arrow points to the 'Add User' link on the right side of the form. The bottom of the page shows the 'OK', 'Apply', and 'Cancel' buttons.

2. Click on the **Search** button to view a list of user extensions that can be assigned as hunt group members.

The screenshot shows the 'Add Users to Hunt Group' dialog box. It features a 'User' input field and a 'Search' button, which is highlighted with a red arrow. Below the input field is a table with columns for 'User ID', 'Last Name', 'First Name', and 'Aliases'. The 'Search' button is located to the left of the table. The bottom of the dialog box shows the 'Select' button. The background shows the Avaya interface with the 'Users' tab selected.

3. The **Add Users to Hunt Group** screen will be displayed.



AVAYA Tue, 25 May 2010 2:17 PM Home ? Help Logout Search

Users Devices Features System Diagnostics

Add Users to Hunt Group
15 users found.

User

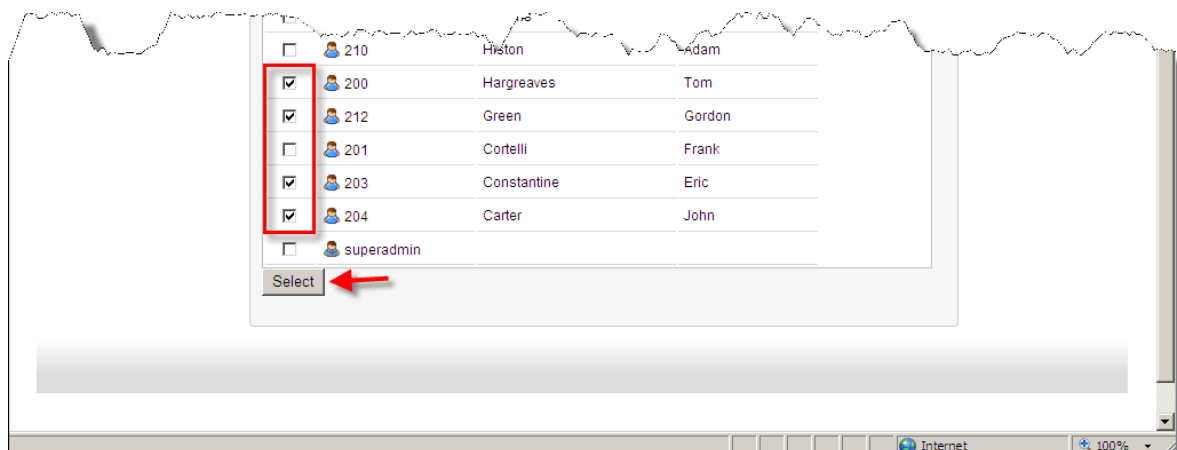
[Advanced Search](#)

Search for the user to be added to hunt group.

Enter user ID, name or alias and press Search button. Leave empty and press Search to display all users.

☐	User ID	Last Name	First Name	Aliases
☐	211	Thomas	Mike	
☐	202	Smith	Tony	
☐	206	Samson	Alex	
☐	213	Norris	Alan	
☐	209	Maris	Gavin	
☐	208	Karol	Frank	
☐	207	Jones	Mary	

4. Select the check box for the users that will be added as members of this hunt group. Then click the **Select** button.



☐	210	Histon	Adam
☒	200	Hargreaves	Tom
☒	212	Green	Gordon
☐	201	Cortelli	Frank
☒	203	Constantine	Eric
☒	204	Carter	John
☐	superadmin		

5. The allocated hunt group users will be displayed.

AVAYA

Tue, 25 May 2010 2:20 PM Home Help Logout Search

Users Devices Features System Diagnostics

Hunt Group

Enabled ☒

Name

Extension

Description

Call Sequence

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	212		30
☐	If no response	200		30
☐	If no response	203		30
☐	If no response	204		30

Move Up Move Down Delete

Use Voicemail ☒

[Add User](#)

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to determine for how long the user's phone rings before a call is transferred to the next user on the list.

Determining the Call Sequence for Hunt Group User Extensions

The call sequence order of the hunt group members can now be defined.

1. In this example user 204 has been selected and can be moved to the required position in the hunt group, by selecting the **Move Up / Move Down** buttons.

AVAYA

Tue, 25 May 2010 2:22 PM Home Help Logout Search

Users Devices Features System Diagnostics

Hunt Group

Enabled ☒

Name

Extension

Description

Call Sequence

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	212		30
☐	If no response	200		30
☐	If no response	203		30
☒	If no response	204		30

Move Up Move Down Delete

Use Voicemail ☒

[Add User](#)

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to determine for how long the user's phone rings before a call is transferred to the next user on the list.

2. In this example user 204 has been moved to the first position in the sequence. Therefore it will be the first extension to be **initially called**.

The screenshot shows the Avaya Hunt Group configuration page. The 'Call Sequence' table is as follows:

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	204		30
☐	If no response	212		30
☐	If no response	200		30
☐	If no response	203		30

Buttons: Move Up, Move Down, Delete. Use Voicemail: ☒. A red box highlights the first row of the table.

3. For each member of the hunt group you can determine how the call will be presented to them. As illustrated in the above example the first user extension to which a call will be presented can be defined with the **Initially Call** option.

The sequence that other user extensions are presented with calls can also be defined.

- When **if no response** is selected the call is forwarded to the next extension once the current call times out.
- When at **the same time** is selected all the extensions of this status will ring at the same time. The call can then be picked up at any of these extensions.

Note: The same user can be defined in more than one position in the hunt group, enabling the user to be called several times as part of the same calling sequence.

- The length of time between call sequences can be defined in the **Expiration(s)** field. Enter the expiration time against each user as required.

AVAYA Tue, 25 May 2010 2:25 PM Home ? Help Logout Search

Users Devices Features System Diagnostics

Hunt Group

Enabled ☒

Name

Extension

Description

Call Sequence [Add User](#)

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	204		10
☐	If no response	212		15
☐	If no response	200		30
☐	If no response	203		30

[Move Up](#) [Move Down](#) [Delete](#)

Use Voicemail ☒

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to determine for how long the user's phone rings before a call is transferred to the next user on the list.

Note: There is a relationship between the Hunt Group Fallback Expiration time and the Default Serial Fork Expiration time. For example, when a hunt group is configured with a Fallback Destination to another hunt group, the default serial fork expiration value determines the total number of seconds that the sets in a sequence are allowed to ring without being answered, after the first Fallback instance. The Default Serial Fork Expiration is set to 20 seconds. Therefore the total Fallback Expiration setting for each hunt group should be less than 20 seconds, after the first Fallback instance. Otherwise calls will timeout or be passed to a user's voicemail, before they can be passed to the next forward destination such as another hunt group.

This limitation can be resolved by adjusting the Default Serial Fork setting to be greater than 20 seconds. It should be noted that this is a global system setting. Therefore by increasing the global Default Serial Fork Expiration time, in order to accommodate the Hunt Group Fallback time, results in an increase in the time a caller waits and hears ring back before being forwarded to Voicemail. In summary, to accommodate Hunt Group expiration times and their association with a Fallback Destinations, the default serial fork expiration time can be adjusted. If the default serial fork expiration time is increased, it will increase the time in seconds that a caller will hear ring back before being answered by voicemail for example. For details relating to Default Serial Fork Expiration settings please refer to the SCS 4.0 Voicemail Setup and Operation Task Based Guide.

Call Sequence

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	204		10
☐	If no response ▾	212		15
☐	If no response ▾	200		30
☐	If no response ▾	203		30

Call Sequence Example

[Add User](#)

In this example:

- A call will initially ring at '204'

☒	Initially call	204	10
-------------------------------------	----------------	-----	---------------------------------

- If it is not answered within 10 seconds it will ring at extension 212

☒	Initially call	204	10
☐	If no response ▾	212	15



- If the call is still not answered after 15 seconds it will ring at extension 200

☐	If no response ▾	212	15
☐	If no response ▾	200	30



- And after 30 seconds at 203

☐	If no response ▾	200	30
☐	If no response ▾	203	30



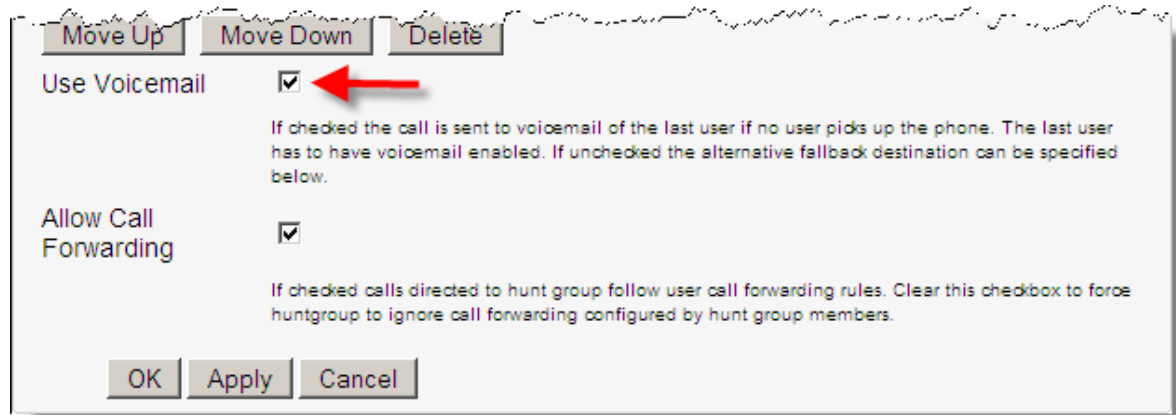
- If the call is not answered at 203, after 30 seconds it will be directed to the mailbox of this extension.

☐	If no response ▾	203	30
Move Up Move Down Delete ☒ Use Voicemail			



Use Voicemail

When the **Use Voicemail** check box is selected the unanswered Hunt Group call will be sent to the voicemail of the last user in the hunt group sequence. The last user has to have voicemail enabled. If the check box is not selected, an alternative fallback destination can be specified (see the Defining a Fallback Destination section of this guide).



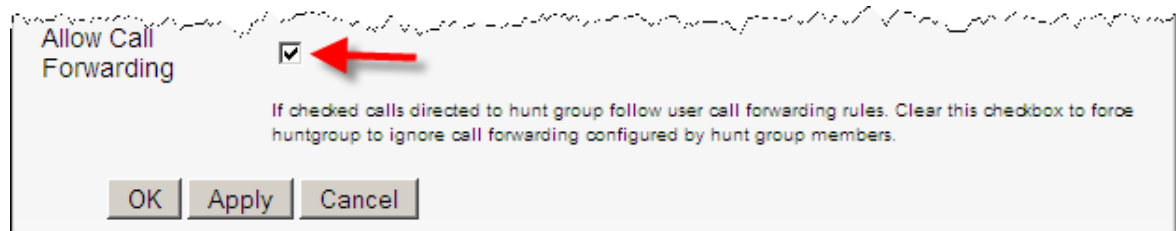
The screenshot shows a configuration dialog box with three buttons at the top: 'Move Up', 'Move Down', and 'Delete'. Below these are two settings:

- Use Voicemail**: A checkbox that is checked. A red arrow points to this checkbox. Below the checkbox, a text box explains: "If checked the call is sent to voicemail of the last user if no user picks up the phone. The last user has to have voicemail enabled. If unchecked the alternative fallback destination can be specified below."
- Allow Call Forwarding**: A checkbox that is also checked. Below it, a text box explains: "If checked calls directed to hunt group follow user call forwarding rules. Clear this checkbox to force huntgroup to ignore call forwarding configured by hunt group members."

At the bottom of the dialog are three buttons: 'OK', 'Apply', and 'Cancel'.

Allow Call Forwarding

When the **Allow Call Forwarding** check box is selected the hunt group calls will follow the user call forwarding rules configured by the individual hunt group members. If this check box is cleared the hunt group call will ignore the call forwarding rules of the hunt group members.



This screenshot is a cropped version of the previous one, focusing on the 'Allow Call Forwarding' setting. It shows the 'Allow Call Forwarding' checkbox checked, with a red arrow pointing to it. The explanatory text below it is: "If checked calls directed to hunt group follow user call forwarding rules. Clear this checkbox to force huntgroup to ignore call forwarding configured by hunt group members." The 'OK', 'Apply', and 'Cancel' buttons are visible at the bottom.

Defining a Fallback Destination

If the 'Use Voicemail' and the 'Allow Call Forwarding' facility are not be used at the end of a dialing sequence, an unanswered call can be directed to a **Fallback Destination**. This destination for example could be the Auto Attendant, another user, or another hunt group (if one has been configured) or an external number.

1. In the example below the **Fallback Destination** for Hunt Group 1 is extension 451 which is hunt group 2.

The image displays two side-by-side screenshots of the Avaya Hunt Group configuration interface. The left screenshot shows the configuration for Hunt Group 1, and the right screenshot shows the configuration for Hunt Group 2. A red arrow points from the Fallback Destination field in Hunt Group 1 to the Fallback Destination field in Hunt Group 2.

Hunt Group 1 Configuration:

- Enabled: ☒
- Name: hunt_group_one
- Extension: 450
- Description: Sales Hunt Group
- Call Sequence:

Sequence	User	Aliases	Expiration [s]
☐ Initially call	Nelson	201	30
☐ If no response	Monty	203	30
☐ If no response	Barney	204	30
☐ If no response	Lisa	200	30
- Use Voicemail: ☐
- Fallback Destination: 451
- Allow Call Forwarding: ☒

Hunt Group 2 Configuration:

- Enabled: ☒
- Name: hunt_group_two
- Extension: 451
- Description:
- Call Sequence:

Sequence	User	Aliases	Expiration [s]
☐ Initially call	Nelson	201	30
☐ If no response	Ralph	202	30
- Use Voicemail: ☐
- Fallback Destination: 100
- Allow Call Forwarding: ☒

Hunt Group 2 has a final **Fallback Destination** of 100 i.e. the Auto Attendant.

The image displays two side-by-side screenshots of the Avaya Hunt Group configuration interface. The left screenshot shows the configuration for Hunt Group 1, and the right screenshot shows the configuration for Hunt Group 2. A red arrow points to the Fallback Destination field in Hunt Group 2.

Hunt Group 1 Configuration:

- Enabled: ☒
- Name: hunt_group_one
- Extension: 450
- Description: Sales Hunt Group
- Call Sequence:

Sequence	User	Aliases	Expiration [s]
☐ Initially call	Nelson	201	30
☐ If no response	Monty	203	30
☐ If no response	Barney	204	30
☐ If no response	Lisa	200	30
- Use Voicemail: ☐
- Fallback Destination: 451
- Allow Call Forwarding: ☒

Hunt Group 2 Configuration:

- Enabled: ☒
- Name: hunt_group_two
- Extension: 451
- Description:
- Call Sequence:

Sequence	User	Aliases	Expiration [s]
☐ Initially call	Nelson	201	30
☐ If no response	Ralph	202	30
- Use Voicemail: ☐
- Fallback Destination: 100
- Allow Call Forwarding: ☒

- To add a **Final Destination**, de-select the **Use Voicemail** check box.

Call Sequence [Add User](#)

☐	Sequence	User	Aliases	Expiration [s]
☒	Initially call	204		10
☐	If no response	212		15
☐	If no response	200		30
☐	If no response	203		30

Use Voicemail ☒

If checked the call is sent to voicemail of the last user if no user picks up the phone. The last user has to have voicemail enabled. If unchecked the alternative fallback destination can be specified below.

- Enter a Fallback destination as required. In this example a destination of 451 has been entered which is another Hunt Group.

Call Sequence [Add User](#)

☐	Sequence	User	Aliases	Expiration [s]
☐	Initially call	204		10
☐	If no response	212		15
☐	If no response	200		30
☐	If no response	203		30

Use Voicemail ☐

If checked the call is sent to voicemail of the last user if no user picks up the phone. The last user has to have voicemail enabled. If unchecked the alternative fallback destination can be specified below.

Fallback Destination

Extension, or SIP address, of an autoattendant, park orbit or another huntgroup. Calls will be sent to Fallback Destination if no user in the group picks up. Leave this field empty to direct call to the voicemail of the last user.

- Deselect the '**Allow Call Forwarding**' check box. In this example we do not want calls to be forwarded based on the individual user's defined call forwarding rules.

Note: If checked, calls directed to the hunt group follow user call forwarding rules. If required, clear this checkbox to force the huntgroup to ignore call forwarding configured by hunt group members. For details of configuring user call forwarding rules, please refer to the **SCS 4.0 End User Task Based Guide**.

Call Sequence [Add User](#)

☐	Sequence	User	Aliases	Expiration [s]
☐	Initially call	204		10
☐	If no response	212		15
☐	If no response	200		30
☐	If no response	203		30

Use Voicemail ☐

If checked the call is sent to voicemail of the last user if no user picks up the phone. The last user has to have voicemail enabled. If unchecked the alternative fallback destination can be specified below.

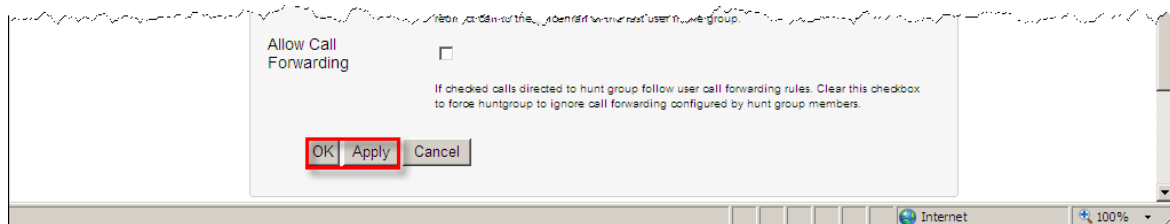
Fallback Destination

Extension, or SIP address, of an autoattendant, park orbit or another huntgroup. Calls will be sent to Fallback Destination if no user in the group picks up. Leave this field empty to redirect call to the voicemail of the last user in the group.

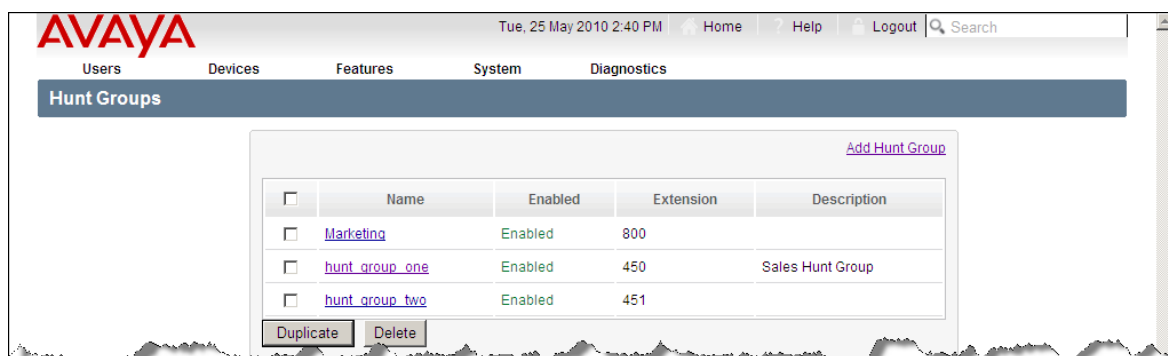
Allow Call Forwarding ☐

If checked calls directed to hunt group follow user call forwarding rules. Clear this checkbox to force huntgroup to ignore call forwarding configured by hunt group members.

- Once the required settings have been configured, click the **Apply** button followed by the **OK** button.



- The configured Hunt Group(s) will be displayed.



Note: The following configuration principles should be noted with regards to overflowed hunt group calls. When a user is assigned to more than one hunt group and those hunt groups are configured to overflow from one to the other, an incoming call will stop ringing on the user's phone when the call overflows. Whereas users in the second hunt group who are not assigned to the first hunt group can receive the overflowed call. For example, user 200 and 201 may be assigned to hunt group 2, with user 200 also assigned to hunt group 1. User 200 receives a call to hunt group 1, when the call overflows only user 201's phone will ring.

Examples of Incoming Call Scenarios for Hunt Groups

The configured Hunt Group can be associated by its extension number, to incoming received digits that are presented to the SCS system.

This will enable the Hunt Group to be presented with incoming calls.

Therefore for scenarios where analog gateways are not being used, for example ISDN scenarios, the digits that are being received from the public network need to be considered. The received digits and the range of these digits will need to be obtained from the provider of the BRI/PRI digital trunks, for example Received Digit number range 670200 to 670250. These digits could then be referenced as the Hunt Group extension number.

The Hunt Groups extension number can be defined to match the received digits presented to the SCS system from a configured gateway. The received number would be entered in the Hunt Group's **Extension** field, for example 670202.

Mon, 08 Mar 2010 10:36 AM
Home
? Help
Logout
Search

Users
Devices
Features
System
Diagnostics

Hunt Group

Hunt Group

Enabled

☒

Name

hunt_group_one

Extension

670202

Description

Sales Hunt Group

Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to determine for how long the user's phone rings before a call is transferred to the next user on the list.

Add User

Call Sequence

☐	Sequence	User	Aliases	Expiration [s]
☐	Initially call	Nelson	201	30
☐	If no response	Monty	203	30
☐	If no response	Barney	204	30
☐	If no response	Lisa	200	30

Move Up
Move Down
Delete

Use Voicemail

☐

If checked the call is sent to voicemail of the last user if no user picks up the phone. The last user has to have voicemail enabled. If unchecked the alternative fallback destination can be specified below.

Fallback Destination

451

Extension, or SIP address, of an autoattendant, park orbit or another huntgroup. Calls will be sent to Fallback Destination if no user in the group picks up. Leave this field empty to redirect call to the voicemail of the last user in the group.

Allow Call Forwarding

☒

If checked calls directed to hunt group follow user call forwarding rules. Clear this checkbox to force huntgroup to ignore call forwarding configured by hunt group members.

OK

Apply

Cancel

Software Communication System (4.1.6-018104 2010-02-25T02:57:38)

26

NN40010-515 Issue 1.3 SCS 4.0

A configured Audio Codes analog gateway could also be utilised to provide the incoming lines to the Hunt Group. If an analog gateway is used the Hunt Group extension could be referenced as a PSTN line on the gateway itself.

In this example, an Audio Codes gateway has a PSTN line assigned to a Hunt Group extension. The extension being 451 associated with Hunt Group 2.

The image consists of two screenshots from the Avaya SCS 4.0 web interface, illustrating the configuration of an Analog Line and a Hunt Group.

Top Screenshot: Analog Line Configuration

- Page Header:** AVAYA, Mon, 08 Mar 2010 11:18 AM, Home, Help, Logout, Search.
- Navigation:** Users, Devices, Features, System, Diagnostics.
- Section:** Analog Line.
- Gateway:** FXO / AudioCodes MP118 FXO.
- PSTN Line:** 451.
- Form Fields:**
 - Automatic Dialing:** ☒ (Default: checked). Note: If enabled calls received on this PSTN line will be automatically sent to the destination (extension or user) specified below.
 - Extension:** 451 (Default: operator).
- Buttons:** OK, Apply, Cancel.
- Footer:** Software Communication System (4.1.6-018104 2010-02-25T02:57:38).

Bottom Screenshot: Hunt Group Configuration

- Page Header:** AVAYA, Mon, 08 Mar 2010 11:23 AM, Home, Help, Logout, Search.
- Navigation:** Users, Devices, Features, System, Diagnostics.
- Section:** Hunt Group.
- Form Fields:**
 - Enabled:** ☒.
 - Name:** hunt_group_two.
 - Extension:** 451.
 - Description:** Sales Hunt Groups.
- Help Text:** Click the Add User link to add users to this hunt group. You can search for users that match specified criteria. Change the calling sequence by moving users up and down. Specify expiration time (in seconds) to determine for how long the user's phone rings before a call is transferred to the next user on the list.

A red line connects the 'Extension' field in the top screenshot to the 'Extension' field in the bottom screenshot, indicating that the PSTN line 451 is mapped to the Hunt Group extension 451.

Note: For details regarding the configuration of Gateways and PSTN Lines please refer to the **SCS 4.0 Device Configuration – Gateways** Task Based Guide.

Avaya Documentation Links

- [SCS 4.0 Configuring User Profiles Task Based Guide.](#)
- [SCS 4.0 Device Configuration – Gateways Task Based Guide.](#)
- [SCS 4.0 System Configuration Task Based Guide.](#)
- [SCS 4.0 Troubleshooting Task Based Guide](#)