

**xln** | cloud voice

# Hunt Group Set Up Guide

You will have received username and password and a link to the Cloud Voice portal via email from a member of the XLN team.

**Log-in** to the portal using the link, username and password provided.

Please Login

Username

Domain

Password

 Login

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

Choose the site name by pressing the **Select** button and then click the **Features** button on the navigation bar on the left.

Companies Sites Employees Employee Groups

Company: SYX08424 XLN1234567  
Site: Sheffield Test2

Site Selection

Features

Feature Assignment

Profile

Device Management

Dashboard

Site List

✓ Success: Successfully set site.

Search By Site Name...

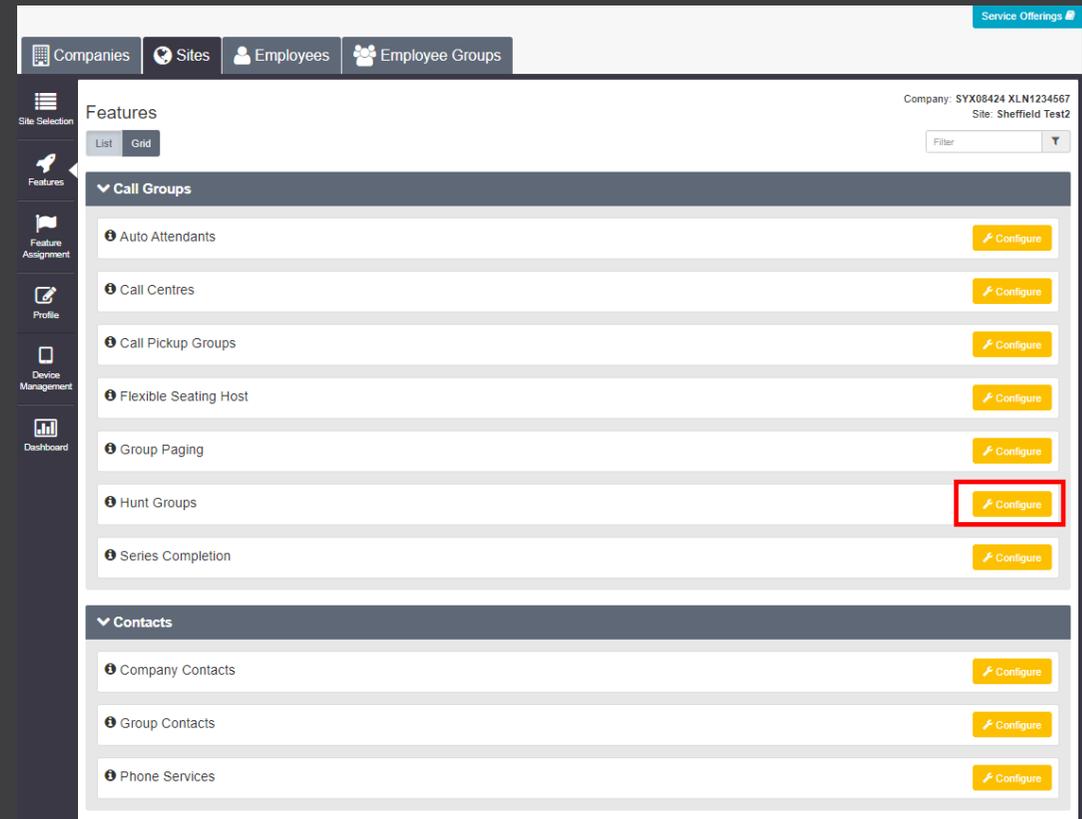
3 Sites found. Displaying all Sites.

Site Name	Service ID	
Sheffield Test2	Sheffield Test2	Select
TEST BED NEW	TEST BED NEW	Select
XLN Sheffield Test	XLN Sheffield Test	Select

On the features list, scroll down to **Hunt Groups**.

This option distributes calls from a single phone number to a group of numbers.

Click on **Configure** next to Hunt Groups.



Click on **Add**.

The screenshot shows the 'Features > Hunt Groups' page in the xln cloud voice interface. The page includes a navigation menu on the left with options like 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area shows '2 Hunt Groups found. Displaying all Hunt Groups' and a table with columns for Status, Name, ID, Directory Number, and Extension. A red box highlights the '+ Add' button in the top right corner of the table area.

	Status	Name	ID	Directory Number	Extension
<input type="radio"/>	On	Inbound <a href="#">✎</a>	Inbound@1234567.xln	+44 114 6980014	0014
<input type="radio"/>	On	Inbound Test <a href="#">✎</a>	Inboundtest@1234567.xln	+44 114 2849002	9002

Under **Profile Details** enter the information you would like to display for the Hunt Group.

On the dropdown for **Feature Package**, there is only a single option of **Hunt Group Plus**, click this option.

On the dropdown for **Directory Number**, select the number you wish to be called on by your customers. For the initial stage, you may need to contact XLN to set this up.

On the dropdown for **Call Distribution**, there will be many options.

We recommend using either regular or simultaneous.

If you choose regular, each phone will ring in turn.

If you choose simultaneous, all phones will ring at the same time.

The screenshot displays the 'New Hunt Group' configuration page. The interface includes a top navigation bar with 'Companies', 'Sites', 'Employees', and 'Employee Groups'. A sidebar on the left contains navigation icons for 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area is titled 'Features > Hunt Groups' and includes a breadcrumb trail 'Site Feature Settings / Hunt Groups / New Hunt Group'. A warning message states: 'Please note this feature may be chargeable. Please ensure you are familiar with your Communications Provider's pricing for this feature before you complete the configuration.' A 'New Hunt Group' section contains a 'Profile Details' form with fields for 'Hunt Group ID' (with a value of '@1234567.xln'), 'Name', 'Caller ID First Name', and 'Caller ID Last Name'. Below this is a 'General Settings' section with dropdowns for 'Feature Package' (set to 'None') and 'Directory Number' (set to 'None'), and a 'Language' dropdown (set to 'English'). An 'Extension' field is also present. The 'Call Settings' section includes a 'Call Distribution' dropdown (set to 'Regular') and an 'Enable Call Waiting' checkbox.

If you scroll down, you will have more options.

To divert calls if they are not answered, then enter a number into **Forward To**.

If all phones are offline, you can input a number where calls can be redirected. To do this, tick the **Enable Call Forwarding Not Reachable** box and enter a number.

Once you have made changes, click **Save**.

The screenshot shows the configuration page for a hunt group with extension 9002. The 'Call Settings' section is highlighted with a red box. Within this section, the 'Call Distribution' dropdown is set to 'Simultaneous' and is also highlighted with a red box. Below it, the 'Skip To Next Agent After' checkbox is checked, with a value of '5' entered in the adjacent field. The 'Forward To' field is highlighted with a red box. The 'Forward Calls After Wait Time' checkbox is unchecked, and the 'Wait Time' is set to '0'. The 'Enable Call Forwarding Not Reachable' checkbox is highlighted with a red box, and its corresponding 'Forward To' field is also highlighted with a red box. At the bottom, the 'Make Hunt Group Busy When All Available Agents Are Not Reachable' checkbox is unchecked. The 'Cancel' button is highlighted with a red box, and the 'Save' button is highlighted with a red box.

To assign phones to the Hunt Group, click on **Assign Agents**.

Click the **green search button**.

Tick all the users you would like to add to the Hunt Group and click 'Add'.

To adjust the order the phones ring in, you can use the yellow arrow buttons.

Once you have finished, click on 'Save'.

The screenshot displays the 'Assign Agents' configuration page. The breadcrumb trail is 'Features > Inboundtest Assign Agents'. The page is divided into a left sidebar and a main content area. The sidebar contains navigation links: 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The 'Features' link is highlighted. The main content area has a sub-header 'Hunt Groups / Inboundtest Assign Agents'. Below this is a search bar for the 'Site' (currently set to 'All') with a green search button. A table of 'Available Users' is shown with columns for 'Last Name', 'First Name', and 'User ID'. The first row, 'Eight', is selected with a blue checkmark. A green '+ Add' button is located below the table. Below the available users is an 'Assigned Users' section with a table containing one row, 'Three', with up and down arrow buttons for reordering. A red 'Remove' button is below the assigned users table. At the bottom of the page are two buttons: a yellow 'Cancel' button and a green 'Save' button.

To add a divert to the Hunt Group, click on **Feature Settings**.

On the list, you will see **Call Forwarding**.

Click on **Configure**.

The screenshot shows the 'Features > Inboundtest Feature Settings' page. The top navigation bar includes 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The left sidebar contains 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area is titled 'Features > Inboundtest Feature Settings' and includes a breadcrumb 'Hunt Groups / Inboundtest Feature Settings'. A list of features is shown on the left, with 'Feature Settings' highlighted in a red box. The main area displays a list of feature settings, each with a 'Configure' button. The 'Voicemail' feature's 'Configure' button is highlighted in a red box.

Feature	Action
Alternate Numbers	Configure
Call Forwarding	Configure
Call Forwarding Selective	Configure
Calling Plans	Configure
Custom Ringback User	Configure
Do Not Disturb	Configure
Pre-alerting Announcement	Configure
Selective Call Acceptance	Configure
Selective Call Rejection	Configure
Voicemail	Configure

Tick the box for **Always Forward Calls**.

Enter the number for the divert and click on **Save**.

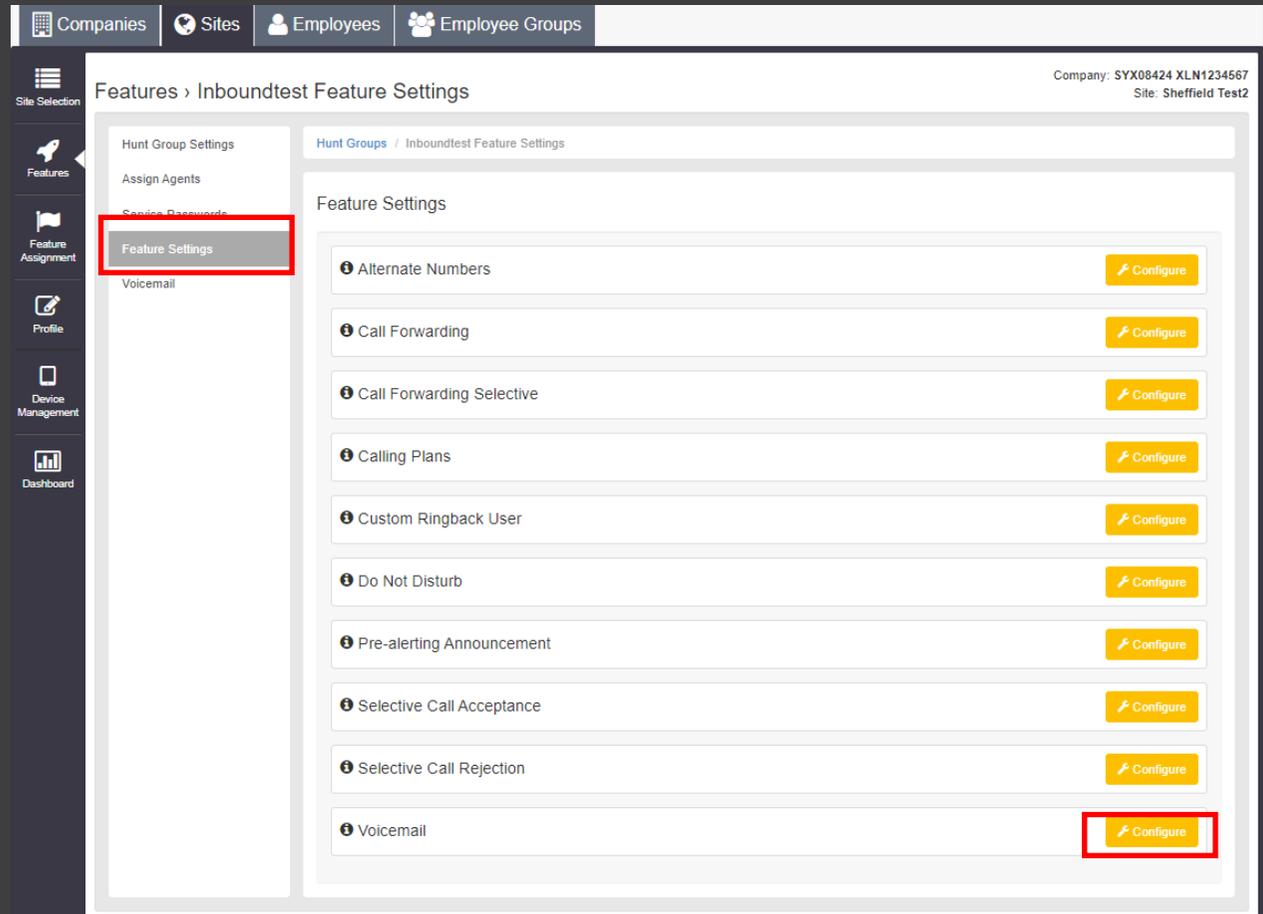
To remove the divert, untick the **Always Forward Calls** box and click **Save**.

The screenshot displays the 'Call Forwarding' configuration page. The 'Always Settings' section includes a checkbox for 'Always Forward Calls' and a text input field for '\* Forward To'. The 'Busy Settings' section includes a checkbox for 'Forward Calls When Line Is Busy' and another text input field for '\* Forward To'. A red box highlights the 'Always Forward Calls' checkbox and the 'Forward To' input field. Another red box highlights the 'Save' button at the bottom right. The page also includes a navigation menu on the left and a top navigation bar with tabs for Companies, Sites, Employees, and Employee Groups.

To add a voicemail, click on **Feature Settings**

At the bottom of the screen, you will see **Voicemail**.

Click on **Configure**.



Tick the box for **Turn On Voicemail**.

To add a personal greeting, click on **Personal** and click **Choose File**.

Select the file you have recorded using the Broadsoft Recorder. See below links for the App:

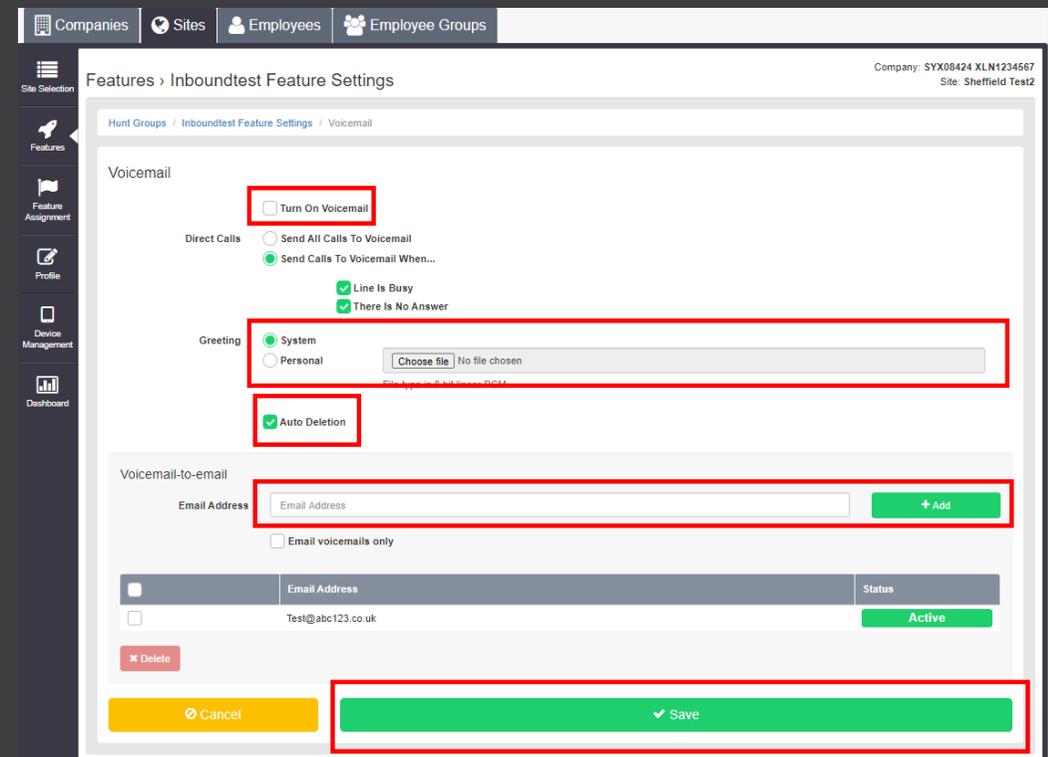
[Google Play Store](#)  
[Apple App Store](#)

Tick the box **Auto Deletion** to auto delete.

Voicemails can be sent directly to an email address. The email will contain the number the customer called on, date/time of the call, and the voicemail's audio file.

Enter an email address, click on **Add**.

Once you have finished, click **Save**.



To access the Hunt Group, click **Sites**.

Click on **Dashboard**.

On the right, you will see there is a section for Hunt Groups.

Click on the name that has a pencil next to it.

The screenshot displays the 'Site Dashboard' for 'Company: SYX08424 XLN1234567' and 'Site: Sheffield Test2'. The dashboard is divided into several sections:

- Active Employees:** Shows 'Active' count as 00005 and 'Limit' as 00005.
- Auto Attendants:** States 'No Auto Attendants Configured Yet' with an '+ Add Auto Attendant' button.
- Call Centres:** States 'No Call Centres Configured Yet' with an '+ Add Call Centre' button.
- Hunt Groups:** Lists a group named 'Inbound Test' with a phone icon and number '+44-1142849002'. There is an '+ Add Hunt Group' button.
- Voice Recording:** Shows 'Total Subscribers' as 00001 with a 'Details' button.
- Call Logs:** Includes filters for Site (All Sites), All Traffic, Outbound, Answered, and a date filter (2021/02/12) with a 'View Reports' button.
- Feature Summary:** A table with columns: Feature, Name, Status, Number, and a 'Configure' button.

Feature	Name	Status	Number	
Voice Portal	Voice Portal	Off		<a href="#">Configure</a>