

## Avaya IP Office Essential Multi-Stage Hunt Groups Explained Telquest Tech Support

I will explain how to set up a Multi-Stage Hunt Group. Screens look different on Release 8.0 and 8.1.

We will use Main, Stage 2 and Stage 3 as the three Hunt Groups in this example.

You should go to Pages 2 and 3 first if you do not already have Stage 2 and 3 Hunt Groups created.

Our scenario is that incoming calls go to the:

Main Hunt Group first and rings for 15 seconds.

If the call is not answered, the call then goes to Stage 2 Hunt Group and rings for 15 seconds

If the call is not answered, the call then goes to Stage 3 Hunt Group and rings for 15 seconds.

If the call is not answered, the call then goes to the Main Hunt Group Mailbox.

2. This Tab

Setup the Main Hunt Group like this:

1. Select Main

3. Set this

6. Enter the time ***EACH*** Hunt Group will ring

4. Enter the Extension(s) that will ring First

5. Create and enter Overflow Hunt Groups  
See Page 2

7. This Tab

8. Check it On

## Create Stage 2 Hunt Group

The image shows a screenshot of a software interface for creating a Stage 2 Hunt Group. It includes a context menu for 'HuntGroup (3)' and a detailed configuration window for 'Collective Group Stage 2: 288'. Yellow callout boxes provide instructions for each step.

**1. Right click...** (points to the 'HuntGroup (3)' icon)

**2. Click here...** (points to the 'New' option in the context menu)

**3. Click here...** (points to the 'Hunt Group' tab in the configuration window)

**Give it a name and number** (points to the 'Name' and 'Extension' fields)

**Use this** (points to the 'Ring Mode' dropdown menu)

**This will be the same as the Main Hunt Group** (points to the 'CCR A' checkbox)

**Enter the Extension(s) that will ring Second** (points to the 'User List' table)

**Do not put anything here** (points to the 'Overflow Group List' area)


**Configuration Window Details:**

- Title:** Collective Group Stage 2: 288
- Tabs:** Hunt Group, Voicemail, Fallback, Queuing, Voice Recording, Announcements, SIP
- Name:** Stage 2
- Extension:** 288
- Ring Mode:** Collective
- Overflow Mode:** Group
- Hold Music Source:** No Change
- Agent's Status on No-Answer Applies To:** None
- No Answer Time (secs):** System Default (15)
- Overflow Time (secs):** Off
- Voicemail Answer Time (secs):** 45
- CCR A:** ☐
- User List:**

Extension	Name
<input checked="" type="checkbox"/> 202	Extn202
- Overflow Group List:**

Group Name
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Create Stage 3 Hunt Group

 HuntGroup (3)

1. Right click...

2. Click here...

New

Cut

Copy

Ctrl+N

Ctrl+X

Ctrl+C

1. Click here....

HuntGroup

System Name	Name
	Main

Collective Group Stage 3: 289

Hunt Group

Voicemail

Fallback

Queuing

Voice Recording

Announcements

SIP

Name

Give it a Name

Stage 3

Extension

And Number

289

Ring Mode

Use this

Collective

Overflow Mode

Group

Hold Music Source

No Change

Agent's Status on No-Answer Applies To

None

☐ CCR A

No Answer Time (secs)

System Default (15)

Overflow Time (secs)

Off

Voicemail Answer Time (secs)

45

User List

Extension	Name
<input checked="" type="checkbox"/> 203	Extn203

Enter the Extension(s) that will ring third

Overflow Group List

Group Name

Do not put anything here

Edit...

Remove

Add...

Remove

**You can not link/loop Hunt Groups as shown below, it will not work.**

### Hunt Group Main

User List		Overflow Group List
Extension	Name	Group Name
<input checked="" type="checkbox"/> 201	Operator	Stage 2

### Hunt Group Stage 2

User List		Overflow Group List
Extension	Name	Group Name
<input checked="" type="checkbox"/> 202	Extn202	Stage 3

### Hunt Group Stage 3

User List		Overflow Group List
Extension	Name	Group Name
<input checked="" type="checkbox"/> 203	Extn203	Main

**You must follow the settings on the previous pages.**

**The No Answer Time setting in Hunt Group Main will be used by the Overflow Hunt Groups.**

Each Overflow Hunt Group, Stage 2 and 3, will ring for the same amount of time.

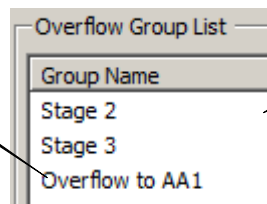
Even if you set them to a different value, they will ring for the time set in the Hunt Group Main.

This is how the IP Office works....

nts   SIP	
<input type="checkbox"/> CCR Agent Group	
No Answer Time (secs)	System Default (15)
Overflow Time (secs)	Off
Voicemail Answer Time (secs)	45

If you want the final Stage to go to an Auto Attendant instead of Hunt Group 200's Mail Box:

Use our “Overflow to Auto Attendant” Help Sheet and then add the  
**“Overflow to AA1” Hunt Group** as the last Group in the Selected Overflow Groups list.



**Remember:**

The name “Overflow to AA1” is just an example.

You can use any name you like as outlined in our “Overflow to Auto Attendant” Help Sheet.

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Also be sure to turn the Voicemail option in Hunt Group 200 OFF....

