

# SmartVoice Standard Hunting

# Quickstart Guide

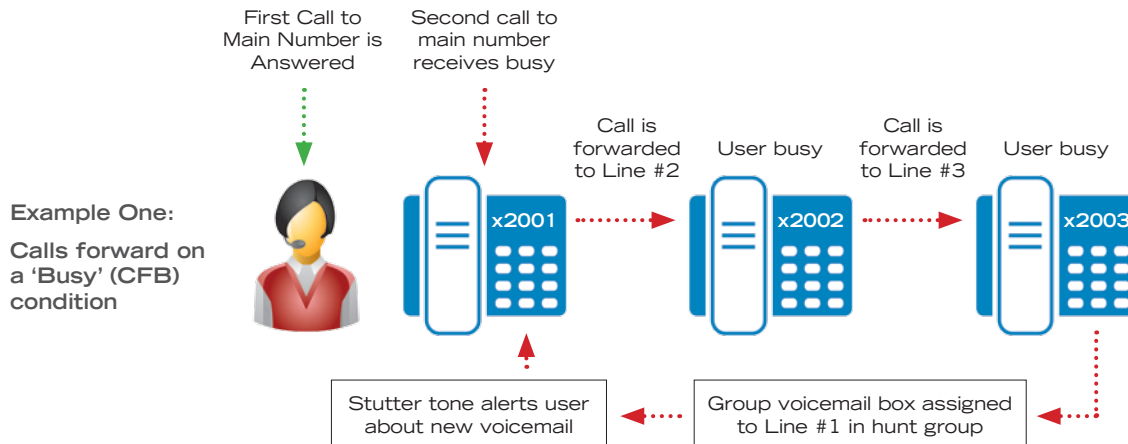
Line Hunting is a convenient flexible call routing tool included with SmartVoice Business Lines. 'Hunting' distributes calls to a single destination number to a group of resources. The phone lines included in a Hunt sequence are referred to as a 'Hunt Group'.

Inbound calls to the Hunt Group automatically ring one of the extensions in the Group. Depending on the routing

policies requested by the customer, additional calls into the hunt group will rotate to other extensions until answered or ring to an 'overflow' treatment such as voicemail.

SmartVoice Standard Hunt Service is available in two basic formats: Hunting with TelePacific Voicemail as an overflow treatment, and Hunting without TelePacific Voicemail.

## SmartVoice Standard Hunt Service with Voicemail



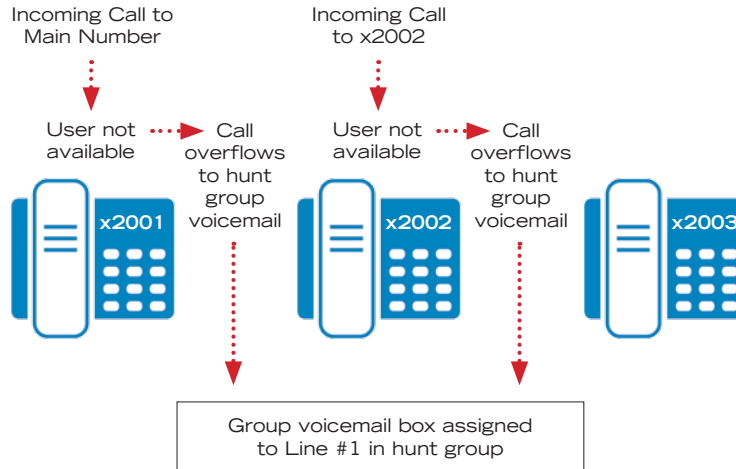
SmartVoice Standard Hunting with Voicemail will be automatically provisioned with the following routing functions.

- ▶ Calls to the Hunt Group will 'hunt' to the next line in the group on a busy condition
  - This includes calls to the 'main company number', which is typically the first line in hunt, and calls to any of the other lines in the hunt group
  - The last line in hunt will forward calls to the Hunt Group Voicemail box when 'busy'
- ▶ 'Call Forward Variable' will be provisioned on the first line in Hunt
  - 'Call Forward Variable' is a convenient feature for forwarding calls to the Hunt Group to another

telephone service during non-business hours, such as evenings and holidays

- ▶ Voicemail is assigned to the first line in the hunt group
  - Stutter dial tone is provided on the first line in the hunt group to alert Users they have new voicemails
  - Additional notification methods to alert Users that new voicemails are available include; 'Voicemail to Email Notifications' or 'Voicemail to Pager Notifications'. These options are available for an additional charge.
- ▶ 'Call Forward No Answer' will be provisioned on all lines in the hunt group
  - Calls will forward to the Hunt Group voicemail box on a 'no answer' condition after 4 rings

**Example Two:**  
Calls forward on a 'No Answer' (CFNA) condition



### SmartVoice Standard Hunt Service with No Voicemail

SmartVoice Standard Hunt service without Voicemail will be automatically provisioned with the following routing functions.

- ▶ Calls to any line in the Hunt Group will 'hunt' to the next line in the group on a busy condition
- ▶ 'Call Forward Variable' will be provisioned on the 1st Line in Hunt

Key to note with this configuration is that the customer is managing the 'no answer' calls. If a call into a Hunt Group line is not answered, it will ring 15 times and then drop. Typically, the customer will implement their own overflow treatment for unanswered calls. For example, they use their own voicemail system.

### Which Standard Hunt Format is right for your company?

Both routing formats for the SmartVoice Standard Hunt Group are available at no additional charge to the customer. There is a charge to add a voicemail account to the Hunt Group. The primary decision for the customer is whether or not they need TelePacific to provide overflow support, or if they can manage unanswered calls with their own resources.

### SmartVoice Enhanced Hunt Services

An Enhanced Hunt service is available for customers that have complex routing requirements for their inbound calls. For example; some customers may require that individual employees manage calls to their direct lines separately from calls to the Hunt Group. Enhanced Hunt Service allows employees to:

- ▶ Have their own personal voicemail on the same telephone line that is part of a hunt group
- ▶ Forward calls to their direct line without interfering with how calls route through the hunt group

SmartVoice Enhanced Hunting is extremely flexible, but must be carefully designed to ensure all calls are routed to the appropriate resource.

Be sure to discuss your requirements and preferences for managing inbound calls with your TelePacific Project Engineer. They can assist you in determining which routing format will best meet your needs. It's important to us that you get all your calls to the right resources the first time.