

Softphone - WebEx Using Hunt Group

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Schlüsselwörter

Hunt-Group Cisco Softphone VoIP WebEx telephone

Lösung (öffentlich)

Definition of a hunt group

A hunt group consists of a telephone number (hunt group number) and a group of telephones (with their own telephone numbers) to which the incoming call is distributed. One example is our Service Desk, which can be reached via the service number 40000. Behind the 40000 are a number of agents who answer and process the calls on the 40000 in a defined sequence. Agents can log in or out of this "processing group" as required and decide whether calls should be assigned to them via this hunt group number or not.

Note

If you are assigned to a hunt group, you can log in and out temporarily. However, please note that this logging in and out is device-based. If you have set up a desk phone, a PC softphone and another smartphone, you must decide for each of the devices individually whether you want to log in or log out.

Logging in and out of a hunt group

To log in or out of a hunt group, click on "Call settings" at the bottom left of WebEx. You can log in or out of the hunt group by clicking on "Hunt group". You can also recognise that you are logged into the hunt group on this device by the green handset symbol with the two triangles in the "Call settings" field.

Screenshot of CISCO WebEx: Setting the hunt group

Answering a call in the hunt group

If a call comes into the agent group via the hunt group number (here from 'TUD Service Desk'), it is assigned to the individual agents according to preconfigured settings. You receive the call and see that it comes via the hunt group (here 'Hotline Softphone') and who is calling (here 'TUD Service Desk'). Click on "Answer" to accept the call.

Screenshot CISCO WebEx: Incoming call in the hunt group

The hunt group via which the call was received is also displayed during the ongoing call.

Screenshot CISCO WebEx: Ongoing call in the hunt group