

HUNT GROUPS



NEVER MISS A TARGET

A hunt group (also referred to as a ring group) is an incoming-call management feature that sends calls to groups of people within your organization. A ring group is a way for a business to share the delivery of incoming calls between employees. It is commonly used to distribute calls to specific departments, such as sales, accounting, or technical support.

BENEFITS

- Routes callers to the agent who has been idle the longest.
- Routes callers to all available agents. The first agent to pick up the call will handle the call.
- Routes callers to the first available agent in a predefined order.
- Routes callers to groups of agents in a predefined order.

