

SmartUC Hunt Pilot Start Up Guide

This guide is designed to give you an understanding of how you can use the Web Portal to configure your Hunting Pilot Group (VAS)



1. Logging into Admin Portal

SmartUC Hosted Web Portal URL: <https://web.uc.starhub.com>



User ID
Password

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Login Console

There are 2 types of login for the portal:

- a) Administrator login (One per Company)
- b) User login (For every user-number subscribed)

As the Administrator, you will receive an email (based on email provided in the StarHub SmartUC application form) before your services starts.

To log into the portal:

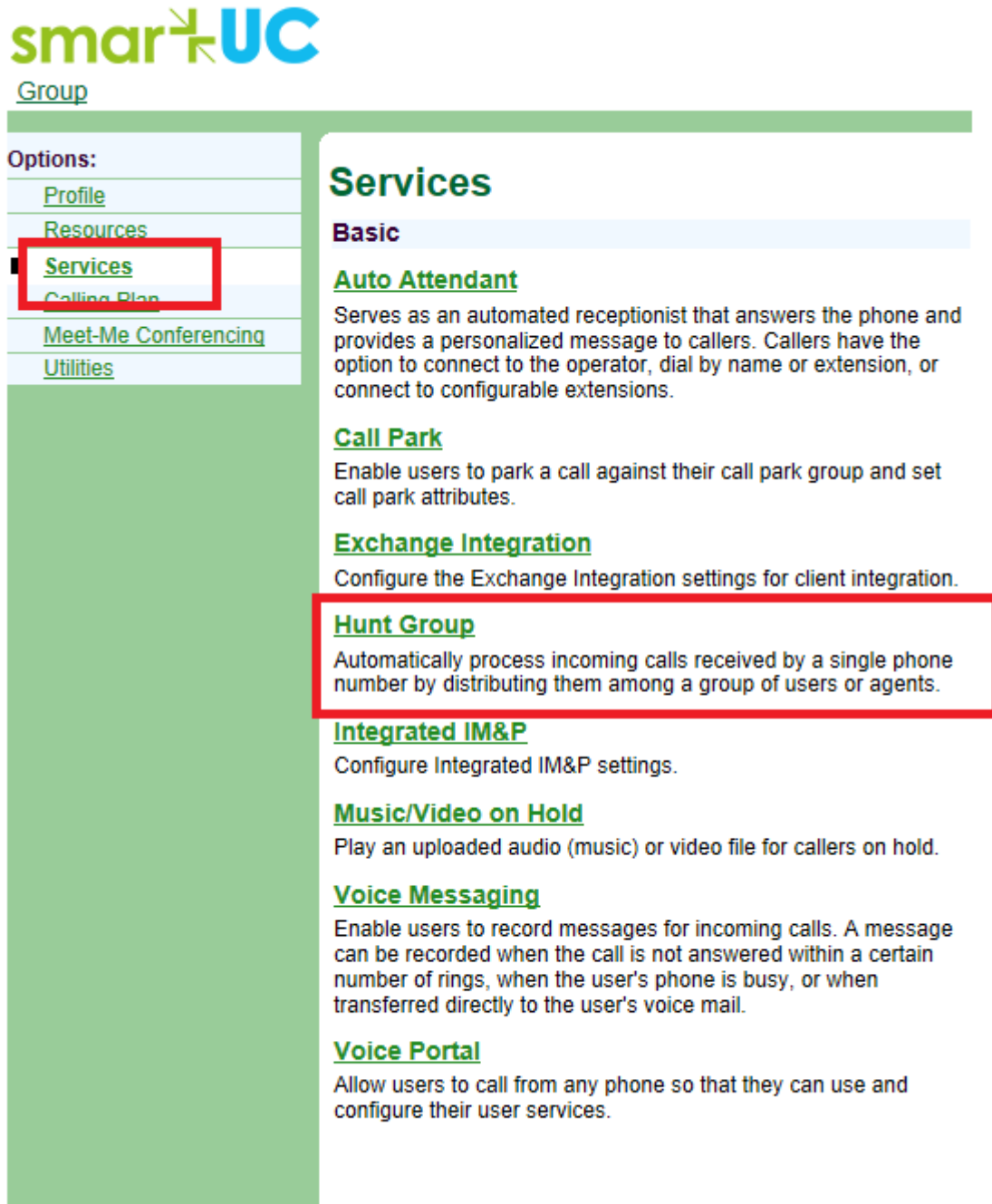
- Open any Web browser on your computer
- Enter the URL for your Portal: <https://web.uc.starhub.com>
 - Enter your Portal Admin Login ID and Admin Password provided via the email and SMS,

Login ID: UCAXXXXX@uc.starhub.com (Admin log in)
(eg UCA110123@uc.starhub.com)

Password: eg **12Ax56** (Alphanumeric)

2. Selecting the Hunt Group Pilot

From the Options, select “Services”, Followed by “Hunt Group”



The screenshot shows the StarHub smar+UC Group configuration interface. On the left, a sidebar lists various options: Profile, Resources, Services (highlighted with a red box), Calling Plan, Meet-Me Conferencing, and Utilities. The main content area is titled 'Services' and lists several service options: Basic, Auto Attendant, Call Park, Exchange Integration, Hunt Group (highlighted with a red box), Integrated IM&P, Music/Video on Hold, Voice Messaging, and Voice Portal. Each option has a brief description of its function.

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)**
- [Calling Plan](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Services

Basic

Auto Attendant
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Call Park
Enable users to park a call against their call park group and set call park attributes.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Integrated IM&P
Configure Integrated IM&P settings.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Voice Portal
Allow users to call from any phone so that they can use and configure their user services.

Figure 2.1 Hunt Group – Step 1

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
 - [Calling Plan](#)
 - [Meet-Me Conferencing](#)
 - [Utilities](#)

Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

OK Apply Add Cancel

Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HGStarHubEBGGroup	64937772	7772		Edit

OK Apply Add Cancel

Figure 2.1 Outgoing Calls – Step 2

For Customer who has subscribed to the Hunt Group Pilot VAS, you will be able to see the Hunt Pilot number under Hunt Group service Services.

>Select “Edit” followed by “Profile”

You then see the following page:

Options:

- [Profile](#)
- [Calling Plans](#)
- [Utilities](#)

Hunt Group Profile

Modify the selected hunt group.

OK Apply Delete Cancel

Hunt Group ID: HGStarHubEBGGroup [Change User ID \(Also saves current screen data\)](#)

* Name:

* Calling Line ID Last Name: * Calling Line ID First Name:

Department: Language:

Time Zone: Network Class of Service:

Allow Call Waiting on agents

Allow members to control Group Busy

Enable Group Busy

Apply Group Busy When Terminating Call to Agent

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

No Answer Settings

Skip to next agent after rings

Forward call after waiting seconds

Calls Forward to:

Not Reachable Settings

Enable Call Forwarding Not Reachable

Calls Forward to:

Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

Customize the CLID for this Hunt Group:

Include the Hunt Group Name in the CLID

3. Adding users into the call hunt

At the bottom half of the Hunt Group Profile, Search and add users into the Hunt Group List.

WARNING: DO NOT CLICK THE DELETE BUTTON:

This action cannot be undone. Once **Delete** has been clicked, the hunt group is permanently deleted.

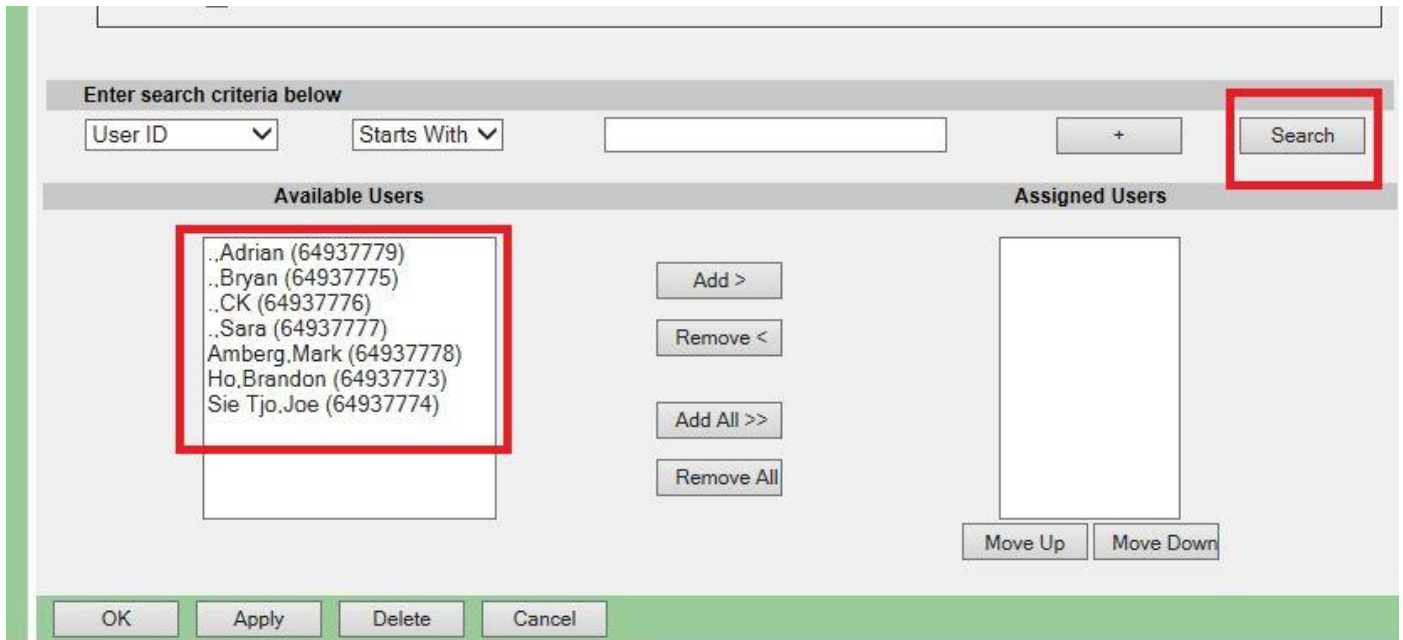
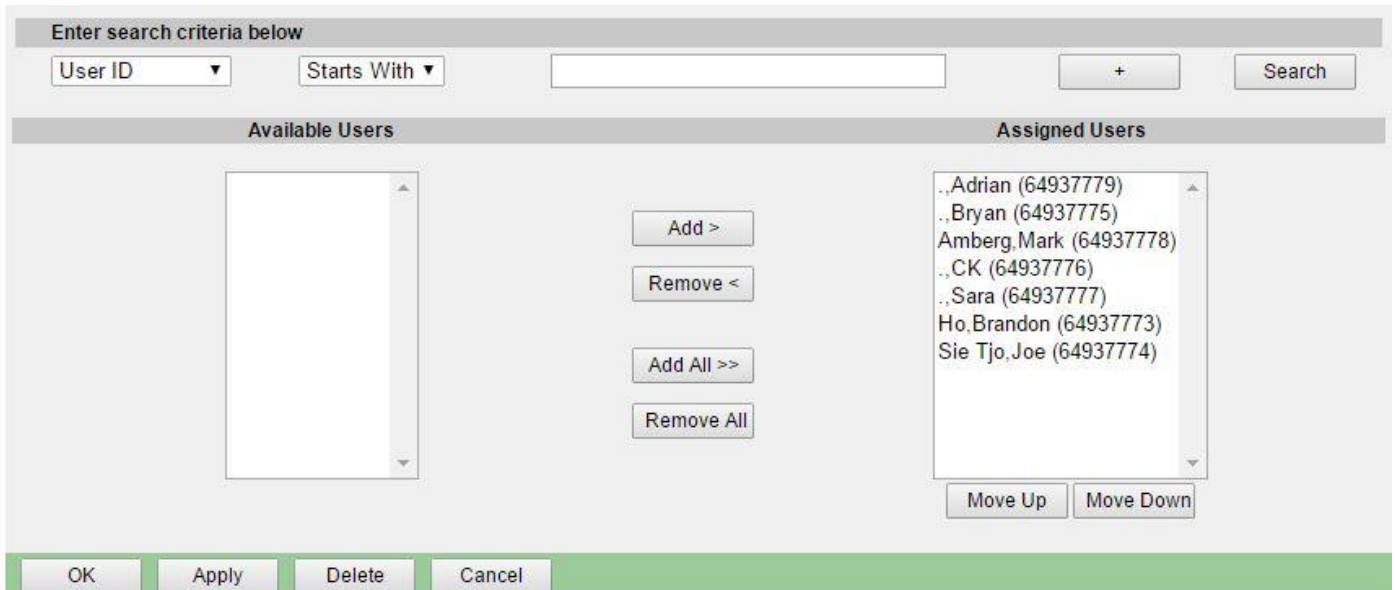


Figure 3 Adding User/Extensions into the Call hunt

You can also arrange the priority of the calling pattern by moving up or down the user name.



4. Select your hunting pattern

There are 5 different Hunting Pattern (Group Policy) for your selection:

The screenshot shows the 'Hunt Group Profile' configuration page. The 'Group Policy' section is highlighted with a red box, showing the following options:

- Circular
- Regular
- Simultaneous
- Uniform
- Weighted Call Distribution

- Circular - Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.
- Regular - Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.
- Simultaneous - Incoming calls alert all agents at the same time. The first agent to answer handles the call.
- Uniform - Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
- Weighted Call Distribution - Incoming calls are assigned to idle agents based on percentages you assign on the hunt group's *Profile – Weighted Call Distribution* page.

5. Apply and Test

That's all. Remember to Apply and Test by calling your call Hunt Pilot number.