



Hunt Groups and Queues Admin Guide

Updated October 2025

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Admin Voice Portal

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can also be managed by dialing star codes.

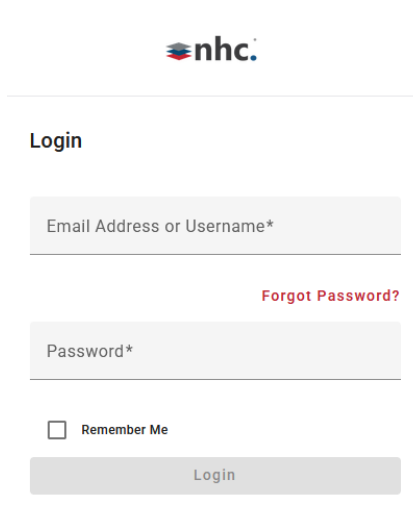
As an Account Manager or Admin user, you have access to manage not only your own services but those of other users on the account. You may also have access to manage Auto-Attendants, Phone Numbers (E911 addresses), and call groups (Hunt Groups and Queues). If you don't see those sections in the menu, please contact your service provider for assistance.

Log In

When your account was created, an email was sent to you containing your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later. If you haven't received it, contact Customer Support at Customer Support at 855-600-4NHC to get your login information.

Go to <https://nhcgrp.user.alianza.com/login>.

1. Enter your username or email address and password.
2. Check *Remember Me* to save your username and password.
3. Click [Login].





Login

Email Address or Username*

[Forgot Password?](#)

Password*

☐ Remember Me

Login

Forgot Password

If you can't log in, click *Forgot Password?* and an email will be sent to you with a link to reset it. Your new password must be at least eight characters long and include at least one number and one special character (^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' : ; | _ ~ ` = + -).

Call Groups

Only Account Manager, Super Admin, and Advanced Admin users can create new call groups.

Call groups are designed to efficiently distribute calls or make announcements to a group of users. There are four types of call groups:

- **Hunt Groups** distribute incoming calls among a group of users based on the group's ring strategy: Simultaneous, Sequential, Round Robin, or Longest Idle. The first user to answer takes the call. If no one answers, the call follows the group's failure route. Hunt groups are ideal for smaller teams that don't need queue management.
- **Queues** are similar to hunt groups but allow for more complex management of high call volumes. When all users are busy, callers are placed in a queue where they listen to announcements or hold music until an agent is available. Queues are ideal for larger teams that may have more callers than agents at any given time.
- **Pick Up Groups** allow incoming calls to be answered by any member in the assigned group by dialing a star code.
- **Paging Groups** are used to make one-way announcements to one or more devices — like the announcements over the loudspeakers at school. All users assigned to a paging group can be contacted at once via their device's speaker by dialing the group's extension.

Select the tab for the group type you want to view or modify. In each tab, search for a name to filter the list of groups displayed below. Click  **Edit** to modify an existing group or click **[+ Add]** to create a new one.

Call Groups

Hunt Groups
Queues
Paging Groups
Pickup Groups

+ Add Hunt Group

Name ↑	Group Number	Members	Usage	
Billing		2	--	
Support Escalations		3	Support	

Items per page 20
1 - 2 of 2
< >



Route to Auto-Attendants

Hunt groups and queues can be assigned to one or more auto-attendant routes. See [Hunt Groups and Queue Routes](#) for details.

Hunt Groups

Hunt groups distribute incoming calls among a group of users based on predefined settings. Rather than following each user's call handling rules, the group follows its own [User Ring Strategy](#) to ensure calls are distributed as intended. The first user to answer takes the call. If no one is available or the timeout settings are reached, the call follows the group's failure route.

Hunt groups are ideal for resource groups that can answer calls as they come in. Groups with larger call volumes and/or limited staff may benefit from call queuing. See [Queues](#) for details.

Callers can reach a hunt group by dialing the assigned phone number or extension, or via an auto-attendant. Any auto-attendants it's assigned to are listed at the bottom of the group configuration. See [Hunt Group & Queue Routes](#) for details.

Add or Edit a Hunt Group

Hunt groups can be modified at any time, without duplicating or deactivating the auto-attendant(s) it's assigned to. That means you can change the Night Forwarding number, add or remove users, log users in or out, etc. as needed.

Edit Hunt Group

Hunt Group Name *

Extension Number

☒ Show Caller ID Name

Ring Timeout (seconds) *

Final Destination Type *

Extension

Custom music on hold

Follow these steps to create or modify a hunt group:

1. Go to **Call Groups** and select the **Hunt Groups** tab.
2. Click **[+ Add Hunt Group]** or select an existing group from the list.
3. In the popup window, enter the following information:

Setting	Description
Hunt Group Name	Enter a unique name for the group.
Extension Number	Assign a unique extension to the group (optional). The extension must not start with 0 or 911.  Note Callers can reach the hunt group directly via an extension (entered here) or phone number. To assign a phone number to the hunt group, see Change Phone Number Destination.
Show Caller ID Name	Toggle on to show a name for this group in caller ID, then enter a custom name in the field below. It can, but does not have to be, the same as the group name. When the call is delivered to a user, the caller ID will show this name before the caller's name and phone number. For example: <i>Sales JANE SMITH 18015551234</i>. If the call is routed through multiple call groups, only the most recent group's name is displayed. There are no character limitations for the caller ID name, but a shorter name will allow more to be shown on the device screen.
Ring Timeout (seconds)	Enter the number of seconds a call will ring to a user or group before it is sent to the <i>Final Destination</i> or auto-attendant failure route (5–120). Keep this low to ensure calls are answered quickly. See User Ring Strategy for details.
Final Destination	Enter the failure route for calls that reach the group directly (via phone number or extension) and are not answered. Select <i>Phone Number</i> or <i>Extension</i>, then enter the number in the field to the right. Calls that reach this call group from an auto-attendant follow the auto-attendant's failure route, not the <i>Final Destination</i>.
Custom music on hold	Select a custom Music On Hold file from the Media Files library that will play when a call is answered and then placed on hold. If this is not configured, the caller will hear the hold music assigned to the user (if configured) or the account.

Setting	Description
Night Forwarding	Choose whether to allow users in the group to turn calls on and off via star code.
User Ring Strategy	Choose how incoming calls will ring to users in the group: Simultaneous, Sequential, Round Robin, or Longest Idle.
User Log In/Out	Choose if users in the group can log in and out via star code.

1. When you're done, click [Save].

See also: [Route Calls to Hunt Group or Queue](#)

Queues

Long calling waits have an undeniably negative impact on your customer's experience. For 66% of callers, two minutes on hold is their breaking point. Queues are fundamental in managing high call volumes to ensure no customer goes unattended. They offer the same call routing features as hunt groups but also allow incoming calls to wait in a virtual queue for the next available agent to take the call.

Queues offer a unique opportunity to provide informative greetings and announcements that keep callers engaged and help minimize missed or abandoned calls. Up to three [Queue Announcements](#), which are managed in the [Media Files](#) library, can be assigned to a queue to fully customize the experience.

Callers can reach a queue by dialing the assigned phone number or extension, or via an auto-attendant. Any auto-attendants it's assigned to are listed at the bottom of the queue configuration. See [Route Calls to a Hunt Group or Queue](#) for details.

Add or Edit a Queue

Queues can be modified at any time, without duplicating or deactivating the auto-attendant it's assigned to. That means you can add or remove users, log users in or out, change the announcements, and more, as needed.

Add Queue

Queue Name *

Technical Support

Extension Number

Show Caller ID Name

Caller ID

Max Number of Calls*

Max Time (minutes) *

Ring Timeout (seconds) *

Final Destination Type *

Phone Number

Final Destination

Custom music on hold

Follow these steps to create or modify a queue:

1. Go to **Call Groups** and select the **Queues** tab.
2. Click **[+ Add Queue]** or select an existing queue from the list.
3. In the popup window, enter the following information:

Setting	Description
Queue Name	Enter a unique name for the group.
Extension Number	Assign a unique extension to the group (optional). The extension must not start with 0 or 911.  Note Callers can reach the queue directly via an extension (entered here) or phone number. To assign a phone number to the queue, see Change Phone Number Destination.

Setting	Description
Show Caller ID Name	Toggle on to show a name for this group in caller ID, then enter a custom name in the field below. It can, but does not have to be, the same as the group name. When the call is delivered to a user, the caller ID will show this name before the caller's name and phone number. For example: <i>Sales JANE SMITH 18015551234.</i> If the call is routed through multiple call groups, only the most recent group's name is displayed. There are no character limitations for the caller ID name, but a shorter name will allow more to be shown on the device screen.
Max Number of Calls	Enter the number of calls that can be in the queue at one time (1–50).
Max Time (minutes)	Enter the number of minutes that a call is allowed to be in the queue (1–360). Once the max time is reached, the call is sent to the <i>Final Destination</i> or auto-attendant failure route.
Ring Timeout (seconds)	Enter the number of seconds a call will ring to a user or group before it is pushed back to the front of the queue (5–120). Keep this low to ensure calls are answered quickly. See User Ring Strategy for details.
Final Destination	Enter the failure route for calls that reach the group directly (via phone number or extension) and are not answered. Select <i>Phone Number</i> or <i>Extension</i>, then enter the number in the field to the right. Calls that reach this call group from an auto-attendant follow the auto-attendant's failure route, not the <i>Final Destination</i>.
Custom music on hold	Select a custom Music On Hold file from the Media Files library that will play when a call is answered and then placed on hold. If this is not configured, the caller will hear the hold music assigned to the user (if configured) or the account.
Queue Announcement	Queue Announcements are a series of prompts and messages that callers hear when they reach the queue. To customize the caller experience, choose an Intro Prompt, Primary Message, and an Interrupt message from the Media Files library. Each prompt is optional, though a <i>Primary message</i> is recommended. If a <i>Primary message</i> is not selected, the caller will hear Music On Hold.

Setting	Description
Night Forwarding	Choose whether to allow users in the group to turn calls on and off via star code.
User Ring Strategy	Choose how incoming calls will ring to users in the group: Simultaneous, Sequential, Round Robin, or Longest Idle.
User Log In/Out	Choose if users in the group can log in and out via star code.

4. When you're done, click **[Save]**.

Queue Announcements

Queue Announcements are a series of prompts, messages, or music that callers hear when they reach a hunt group or queue. You can assign up to three custom announcements to each queue, allowing you to fully customize the caller experience. The right message, voice, and background music can turn an annoying experience into an engaging and informative one, and even help you build stronger relationships with your customers.

Every team has different needs, so each queue will need different messages. Before you record or upload a variety of prompts, consider how they will flow together and which messages might be switched out occasionally. For example, the message scripts might be different if the flow is team greetings > hold music > promotional message versus promotional message > team greetings > hold message.

When a call enters the queue, the Intro Prompt and Primary Message will play, then the call will ring an available user. If the user does not answer, the queue announcements are resumed.

Queue Announcements must be added to the [Media Files](#) library before they can be assigned to queues. Admin end users can change the announcements assigned to a queue at any time.

1. Go to [Call Groups > Queues](#).
2. Select the queue you want to modify or add a new one.
3. Under **Queue Announcements**, select the files you want to apply to this queue from the Media Files library. All prompts are optional, but we recommend assigning a *Primary message* at minimum.

Queue Announcement

Intro prompt (optional)

Primary message

Contact Hours

Interrupt message

Interrupt audio file

Interval (sec)

30

Queue Announcement	Description and Examples
Intro prompt	This prompt is played immediately once the user enters the queue, before routing to a caller. If the <i>Intro prompt</i> isn't set, the primary message plays first. Team Greeting: Thank you for calling the Billing department. Outage Notification: We are currently experiencing high call volumes due to a service outage in the foothills. Our technicians are on site and expect service to be restored by 2:00 p.m.
Primary message	This message begins immediately after the intro prompt and plays on a loop until the call is answered. It is most often a brief message followed by standard hold music. If the <i>Primary message</i> is not set, callers hear the Music On Hold configured for the queue. Generic Hold: Please hold while you are connected to the next available representative. Your call will be recorded for quality and training purposes. After-Hours: The Billing department is currently closed. Please call back during regular business hours, which are 9 AM to 5 PM, Monday through Friday.

Queue Announcement	Description and Examples
Interrupt message	This message interrupts the primary message at specific intervals to help keep callers engaged while they wait. Use it to provide reassurance, educate on a particular topic, promote special offers, and more. • Extended Hold: Thank you for holding. All of our agents are busy assisting other customers. If your issue is urgent, please stay on the line. For general inquiries, please open a ticket on our website at www.company.com and we'll get back to you as soon as possible. • Business Hours: COMPANY is open Monday through Saturday from 11:00 a.m. to 8:00 p.m. Discount tickets are available on our website at www.company.com. • Information: Did you know you can manage your account online? Visit [website] for more information. • Promotion: Our summer sale is in full force! For a limited time, customers who set up an in-person demo will get 15% off their order. Ask us for details. • Promotion: While you wait, did you know we offer a variety of payment options, including credit cards, PayPal, and Apple Pay? Choose the one that works best for you.
Interval (seconds)	If an interrupt message is selected, enter the number of seconds after which the message will be played.

4. Click **[Save]**.

Night Forwarding

Night Forwarding, also known as Night Mode, allows users in a hunt group or queue to turn their calls on in the morning and off at night by dialing a star code.

When enabled, incoming calls to the auto-attendant group are redirected to an on- or off-net phone number, extension, or short dial, which can be to another group, user, or an off-net number (like the night manager's cell phone). And because it's controlled by a star code, each group can manage it independently.

1. Log in to the portal and go to **Call Groups**.
2. Select an existing [hunt group](#) or [queue](#) (or create a new one).
3. Under **Night Forwarding**, enter the following:
 - **Type:** Select whether this group will be forwarded to a phone number or an extension.
 - **Forwarding number:** The phone number or extension (or short dial), as identified above, that calls will be routed to.

Be careful what you enter here — this field is not verified to ensure the number is valid.
 - **Description:** A description to identify the forwarding location (optional).
 - **Group number:** A three-digit identifier that will be used with the star code to enable or disable Night Forwarding for the associated group(s).

Night Forwarding
Inactive

Type*

Phone Number
▼

Forward Number

Description

Group Number

4. Scroll down and click **[Save]**. Now users assigned to the group can dial the star code to enable or disable forwarding to this group.

Shared Group Numbers

The group number does not have to be unique. When the same number is assigned to multiple groups, enabling/disabling Night Forwarding for one will enable/disable it for them all. This strategy is useful when multiple teams are on the same schedule, or when one team is assigned to answer calls for multiple groups. However, to allow each group to manage their Night Forwarding setting independently, they must have unique group numbers.

Enable or Disable Forwarding

Only a user assigned to the auto-attendant group can enable or disable Night Forwarding for that group. However, if multiple groups are assigned the same group number, the user who enables/disables it only has to belong to one of the groups.

1. A user in the auto-attendant group will dial the Group Forwarding star code + the group number.
 - For example, if the star code is 65 and the group number is 102, the user will dial *65102.
2. Follow the audio prompts:
 - Press 1 to turn on Night Forwarding.
 - Press 2 to turn off Night Forwarding.
 - Press 3 to set the Night Forwarding number.



Call Queuing

If calls are in the queue when Night Forwarding is enabled, those calls will remain in the queue until answered, and all new calls to the queue will be forwarded.

Change Forwarding Number

A user assigned to the hunt group or queue can change the forwarding number by dialing the star code and pressing 3. Alternatively, Admin users can change the forwarding number in the Voice Portal:

1. Go to [Account > Call Groups](#).
2. Open the hunt group or queue you need to modify.
3. Scroll down to **Night Forwarding** and change the phone number or extension.
4. Click **[Save]** to apply the new number.

Check Forwarding Status

To find out if Night Forwarding is currently enabled (actively forwarding to the destination specified below), open the group and scroll down to Night Forwarding. The flag to the right of the heading will say either *Inactive* or *Active*.

Night Forwarding
Inactive

Type*
 Phone Number

Forward Number

Description

Group Number

Night Forwarding
Active

Type*
 Phone Number

Forward Number
 16874336842

Description
 After-hours manager

Group Number *
 855

User Ring Strategy

Choose how incoming calls will ring to users in the hunt group or queue:

User Ring Strategy

- ☒ Simultaneous: Ring all users at the same time
- ☐ Sequential: Ring users in order
- ☐ Round Robin: Ring the next user in the list
- ☐ Longest Idle: Ring the longest idle user
- ☒ Ring next available line when user is busy

- **Simultaneous:** Rings all devices for users in the group at the same time; the first user to answer gets it. Additional settings are required.
- **Sequential:** Rings one device in the group at a time in a specified order until the call is answered.
- **Round Robin:** Rings the next user in the group based on which user received the last call. This ensures that all users in the group receive an equal number of calls.
- **Longest Idle:** Rings the user who has been idle (not on a call) the longest, to evenly distribute incoming calls among users in the group.
- **Ring next available line when user is busy:** For the Simultaneous ring strategy only, toggle this setting on or off:
 - **Disabled:** Incoming calls to the group will *not* ring to users who are busy.
 - **Enabled:** Incoming calls will ring to all users, regardless of their status.
 - If the user has a single line with Call Waiting enabled, they will hear the Call Waiting tone for the call on the same line as the existing call.
 - If the user has multiple lines for their number and are busy, the call will ring on an idle line.

User Log In/Out

Enter your group users and specify whether they can log in or out of the group by dialing a star code.

Keep Users Logged In (or Don't)

Groups can function in two ways: keep users always logged in or allow users to log in and out as needed. Choose the option that works best for this group:

- **Enabled:** Users will remain logged in to the group and will receive calls according to the auto-attendant's [schedule](#). They cannot use the star code to log out.
- **Disabled:** Users assigned to this group can log in and out by dialing the **Group Log In/Out** star code + group number from their device. Additionally, you can open the auto-attendant editor to see who's logged in or out and even change the user's status on their behalf.



Star Code Required

Ask Customer Support about setting up a **Group Log In/Out** star code, so you can take advantage of this feature.

Add Users

To add a user to the group, click [+ Add User]. Users are added in the order they're listed on the account or user group, so you can keep clicking the button to add everyone quickly. To change the user, click their name and select another user. When you're done, click **[Save]**.

- **Group Filter.** To narrow the list of options to users in a specific User Group, select the group name in the filter above (optional).
- **Logged In.** The toggle indicates whether the user is or is not logged in to the queue.
- **Delete.** To remove a user from the list, click the  trash icon on the right.

User Log In/Out

☐ Keep Users Logged In

Group Filter
New York

User	Logged In
Bob Johnson	☒
Donna Noble	☐

+ Add User

User: Bob Johnson

Logged In: ☐

Bob Johnson ✓

Donna Noble

Jack Murphy

Chris Jenson

Assign Main Office

Cancel Save

Route Calls to Hunt Group or Queue

Callers can reach a hunt group or queue in multiple ways:

- **Extension:** Assign a unique extension to the hunt group or queue configuration.
An extension allows users to transfer calls directly to the group, bypassing the auto- attendant. The extension can also be set as the Night Forwarding destination for hunt groups and queues.
- **Phone Number:** Assign a phone number destination to the group.
The phone number can be set as the destination for *Forward to Phone Number* routes in an auto-attendant, Night Forwarding in hunt groups and queues, or simply as a failover destination for users.
- **Auto-Attendant:** Add a Hunt Group or Queue route to the auto-attendant, then assign a group to the route.

The group assigned to the route can be hot-swapped at any time, even while the auto-attendant is live and processing calls, allowing you to quickly update the call flow at a moment's notice. For example, if power goes out at the London office and the New York office needs to take over their call load temporarily, you can open the auto-attendant editor and switch the queue from one team to the other. Changes are saved immediately.



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