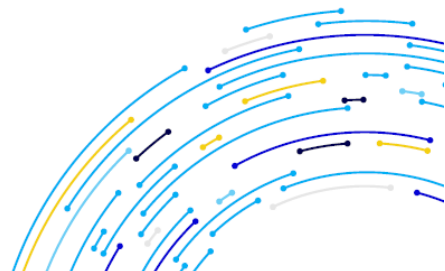


SkyVoice Hunt Groups

Getting Started Guide for Agents and Supervisors

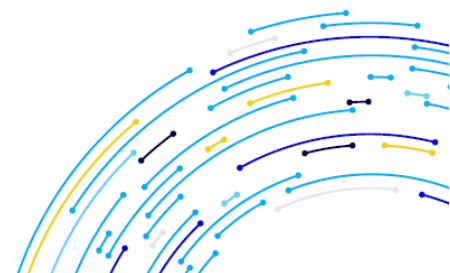


What are SkyVoice Hunt Groups ?

Hunt Groups route incoming calls to a team of agents who share responsibility for answering them. They distribute calls automatically using a chosen ringing strategy, helping teams (e.g., sales, support, reception) handle calls efficiently from a single phone number or extension.

Basic Hunt Groups: Standard routing with core features.

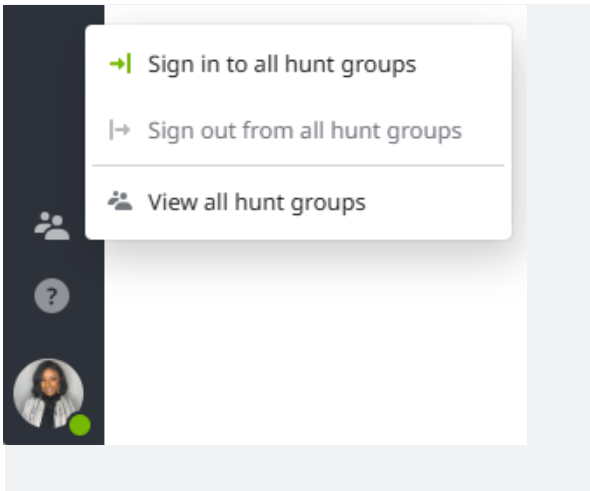
Advanced Hunt Groups: Upgraded version with extra capabilities like supervisor monitoring, real-time dashboard, scheduled reports, smart greetings, and extended storage.



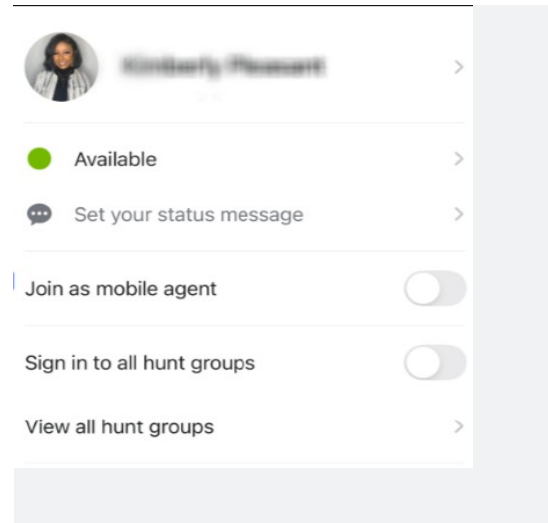
Agent Functions

Log In / Log Out: Start or stop receiving hunt group calls via the desktop app, mobile app, or desk phone buttons. If enabled by your administrator.

Desktop app



Mobile app

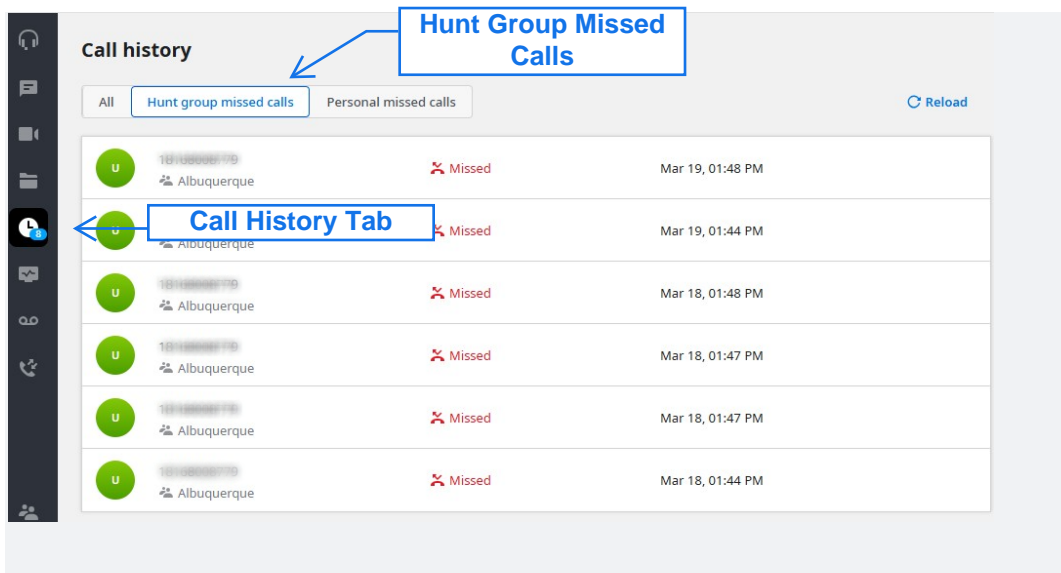


Receive Calls: Hunt group calls appear clearly marked in the app (distinct from personal calls). Distributed by the group's strategy (Round-Robin, Sequential, Longest Idle, or Ring All).

Handle Calls: Use call waiting for multiple calls (place active call on hold).

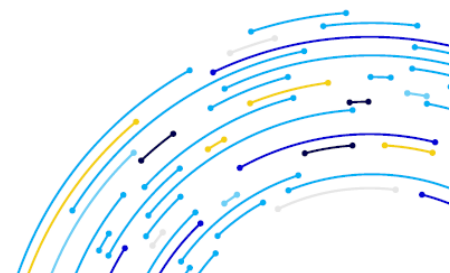
Wrap-Up Time: Automatic pause after a call ends (prevents immediate new hunt calls for after-call work).

Call History: View hunt group calls with indicators; missed calls may show if answered by others.



Status: Ready/Idle/On Phone affects call routing (updates automatically).

Tip: Log in at shift start. Check each hunt group if assigned to multiple.



Supervisor (Manager) Functions – Advanced Hunt Groups Only

Available only in Advanced Hunt Groups. Requires manager assignment and use of the Ascend desktop app.

Real-Time View:

See active calls.

View agent statuses (Ready, Idle, On Phone, Logged Out, etc.).

Agent Control: Log agents in or out of the hunt group (controls call receipt for that group).

The screenshot displays the supervisor interface with two main sections. The top section, labeled 'Active calls (1)', shows a call from 'UPN-KC' at '08:51 AM' with a duration of '3s In queue'. The bottom section, labeled 'Agents (4)', lists four agents with their current statuses: 'Logged out', 'Ringing', 'Ready', and 'Sign in'. A vertical sidebar on the left contains icons for various functions. Callouts identify the 'Select a Group' dropdown, the 'Active Calls Tab', the 'Advanced Hunt Group Tab', the 'Agents Tab', and the 'Current Status' indicator.

Call Intervention (on active calls):

Monitor: Listen silently (neither party hears you).

Whisper: Hear conversation and speak privately to the agent only.

Barge: Join fully (both agent and caller hear you).

How to Intervene:

1. Go to the Active Calls or Managers tab.
2. Select a call.
3. Choose Monitor → Whisper → Barge (can escalate modes).

Additional Tools: Real-time dashboard for group performance.

Note: Supervisors can also be agents. Features require Advanced Hunt Group upgrade.

This screenshot shows the 'Active calls (1)' section with a call from 'UPN-KC' at '09:32 AM' with a duration of '18m 35s Talk time'. Below the call, three intervention icons are visible: 'Listen', 'Whisper', and 'Barge'. Callouts identify these icons and the 'Whisper' and 'Barge' labels.

