

# Empower Your Sales and Support Teams with Intermedia Hunt Groups

## ORGANIZE DEPARTMENTS

Hunt Groups route calls to groups/ departments within your organization

## MAXIMIZE CALL EFFICIENCY

Calls reaching the groups are routed and answered more quickly and efficiently

## ANALYZE RESULTS

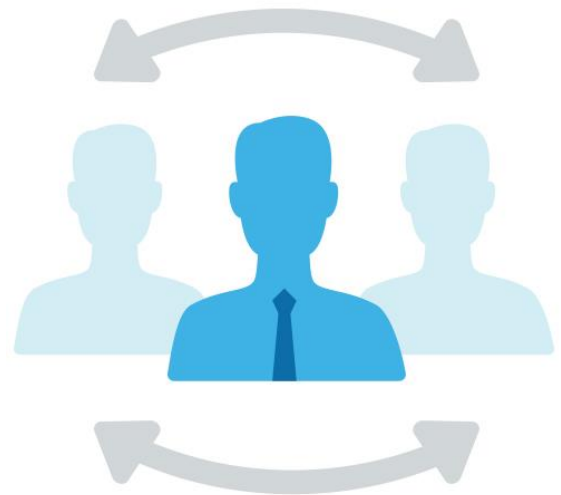
Hunt Group reporting helps management make staffing and other resource decisions

## ELEVATE HUNT GROUPS

The Elevate Hunt Groups distributes calls to a group of users/agents, either at the same time, or in a specific order. If all agents are busy, Intermedia Hunt Groups plays recorded greetings to callers and places them into a hold queue for the next available agent.

### Elevate Hunt Groups:

- Helps to route calls to organized departments such as sales, customer service, or technical support
- Provides recorded feedback to callers (greetings)
- Automatically connects callers to the next available agent when all agents are busy with calls
- Provides detailed call reporting for administrators and managers
- Allows agents to easily log in and out of the group



## ELEVATE HUNT GROUPS FEATURES

- Multiple Greetings
- Customizable Ring Order Methods
- Max Callers on Hold setting
- Configurable timeout behavior
- Voicemail Notifications
- Music on Hold
- Hunt Group menu routing
- Automatic Inbound Call Recording
- Unanswered idle setting
- Repeating hold messages
- Visual call recording interface
- Hunt Group reporting