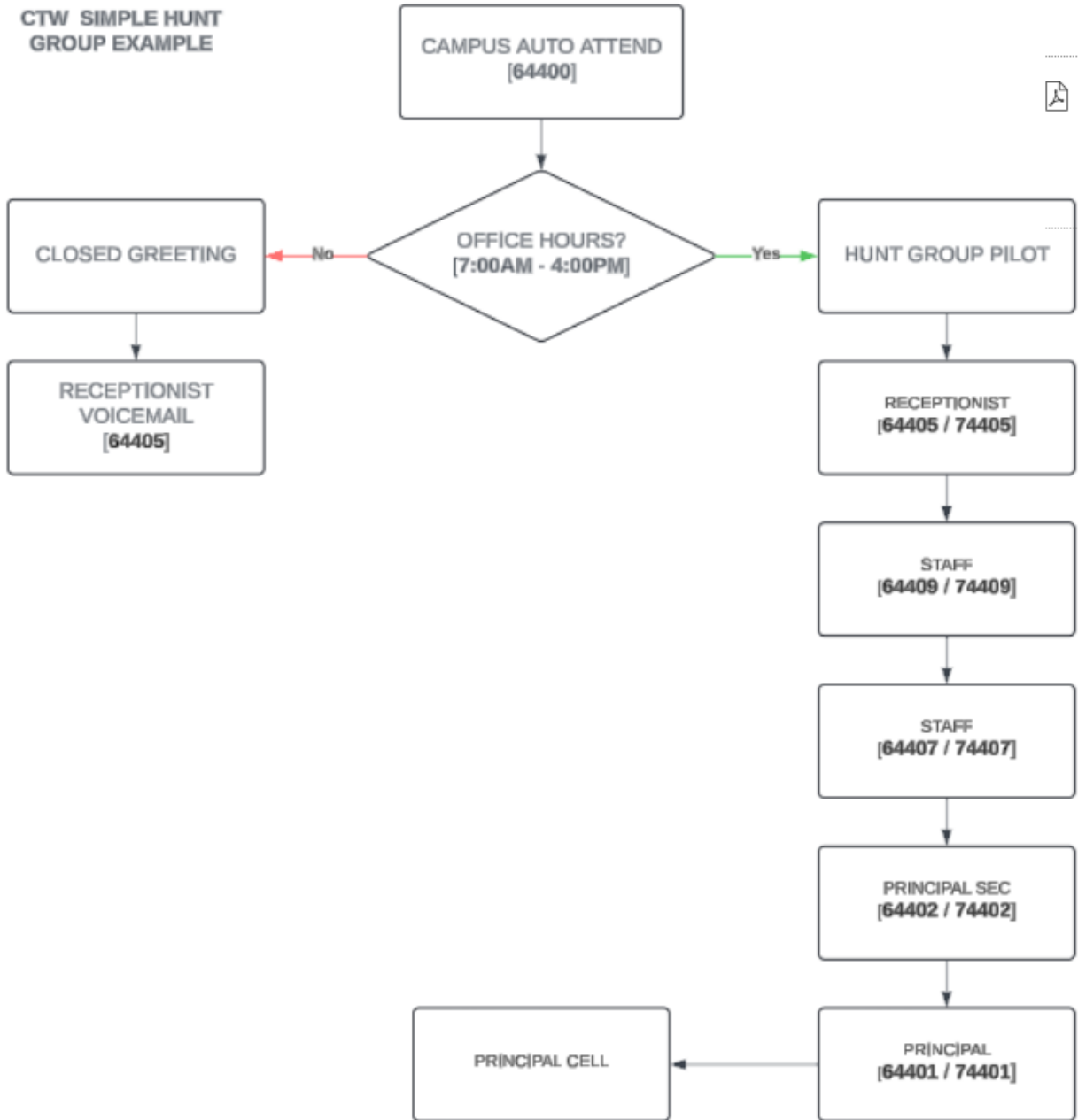


CAMPUS HUNT GROUP FLOW

CTW HUNT GROUP EXAMPLE

The following flow diagram shows the incoming call process as an end user dials to the main campus extension.



CAMPUS GREETINGS

Please note that the main campus extension will remain the same, but it will no longer be a physical phone. This extension will no longer be receptionist extension. This extension is now a virtual auto attend recording.

The auto attend is linked to a Monday to Friday 7:00AM 4:00PM schedule for Primary Education and 8:00AM – 5:00PM to secondary education. All incoming calls during this time frame will be greeted by the following recording.

“Hello, you have reached [Carroll T. Welch Elementary]. A staff member will be with you shortly, please hold while you are being transferred.”

All calls outside of this time frame will be greeted with the recording below.

“Hello, you have reached [Carroll T. Welch Elementary] outside of office hours. Hours of operation are Monday through Friday 7AM to 4PM. Thank you!”

EXTENSION CHANGES

To accommodate the hunt group feature for all campus locations. Some extension changes will be made, as needed per campus.

All campus receptionists will have extensions [**XXX05**] rather than having the main campus extension assigned to them. As an example, CTW receptionist will use extension 64405 rather than 64400.

The members of the Hunt Group will have two extensions, a primary and secondary extension. The primary extension will be the [6XXXX] extension and the secondary will be [7XXXX]. The last four digits of the primary and secondary extension will remain the same. The only difference is the first number changing from **6** and **7**. The primary extension will be used for daily duties (CTW Receptionist [**64405**]) and the secondary extension will only be used as a routing guide for the hunt group (CTW Receptionist [**74405**]).

The secondary extension is not configured to make or receive calls without the assistance of the hunt group. Do not give out your [7XXXX] extension to end users as a source of support.

CTW HUNT GROUP WRITTEN EXAMPLE

1. Incoming calls to the CTW Main Extension [**64400**].
2. The Auto attendant will determine if the calls are being received during working hours or not.
3. If the call is received during work hours of 7:00AM – 4:00PM the auto attendant will forward the call to the hunt group pilot to distribute the call as needed through the list of numbers in the chain.
 - a. The receptionist extension [**74405**] will be the first to ring. If no one answers the call. The hunt group will forward the call to the next staff member in line.
 - b. Staff member [**74409**] will ring next. If the staff member does not answer it will move to the next staff member.
 - c. This process will continue until it reaches the principal secretary [**74402**], followed by the principal [**74401**].
 - d. If all extensions are dialed and no staff members picks up. The call will be forwarded to the principal's mobile cell phone.
4. If the call is received outside of work hours. The auto attendant will send all incoming calls to the receptionist voicemail. The voicemail will be left under the primary's extension [**64405**].