

Hunt Groups



A hunt group is a call routing system that directs incoming calls to a specific group of telephone numbers instead of just one number. This type of system shares the responsibility of answering calls across teams or multiple individuals to ensure that calls are always answered in a timely manner.

Calls can be made over GSM and mobile data, and Xelion allows users to join and leave hunt groups whenever they need to.

What are hunt groups?

Hunt groups are typically used by businesses and organisations that receive a high volume of incoming calls. This can include call centres, customer service departments, and sales teams.

However, hunt groups can also be used by smaller organisations, such as doctors' offices or small retail stores. Smaller businesses may choose to use a hunt group to ensure calls are always answered during business hours.

Hunt groups are good for businesses of all sizes and are a useful call routing tool for any organisation.



Hunt group management

As a Xelion user, you can be part of an unlimited number of hunt groups.

Hunt groups can be on timers, overflow to other groups, have a button-initiated breakout, and have the option for staff to join and leave a group depending on their shifts, device, or based on their location. For example, a staff member can join a hunt group in the office on one day, but also join when working from home the next day via a softphone.

Xelion can support multiple call plans and routes, there really is no limit to what you can do.

Hunt Groups



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Why Xelion?

The main features and benefits of using hunt groups are:

- Distributing calls across groups of people means the likelihood of calls being missed or not answered quickly is greatly reduced.
- Calls are always answered by a real person rather than being directed to a voicemail or automated system.
- Easily redirect calls in an emergency or unexpected absence.
- Increased call efficiency improves customer service.

All Xelion features are included as standard in each user license, and partners and end customers have access to everything Xelion has to offer straight out of the box.



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