Hunt Groups & UCD

Powerful Groups Services To Better Manage Incoming Call Traffic

Most organizations use some form of shared call answering to manage high volumes of incoming calls or peak calling periods. Ribbon Communications' Application Server provides multiple options to improve a caller's experience and control how calls are queued and presented to available staff. The Ribbon Application Server makes it easy to deploy an array of Hunting and UCD services as well as integrate 3rd party contact center services to make staff more productive and give managers better control over the customer experience.

3 Levels of Call Handling:

The Ribbon Application Server provides traditional hunting capabilities that allow users to be assigned into groups and search for an idle line before being re-routed elsewhere in the company. More advanced UCD (Uniform Call Distribution) features provides basic queuing functions and allows authorized users to log in and out to accept calls destined for the group pilot number. For advanced call center services, Ribbon offers contact centers from trusted partners as well as field proven standards-based interfaces to leading contact center providers. Ribbon has long standing partnerships to provide robust omni-channel contact centers with skill-based routing, real time agent monitoring and historical reports.

Level 1– Hunting and Hunt Groups

The Ribbon Application Server Directory Number Hunt Groups offer sequential or circular hunting such that an incoming call will search through the group members to find an idle member.

- **Sequential Hunting** starts at the group's primary number then searches in a pre-defined order for available members of the group (sometimes referred to as descending).

- **Circular Hunting** (sometimes called round robin) starts searching for an available member of the group based on the last group member to answer a call; the next available member in the list will be presented the new call. In both cases, if no idle member is found,the call is redirected to another line, announcement or voicemail.

- **Pilot Number Hunting** is also available. In these cases, callers dial a dedicated telephone number (pilot number). Members 'log- in' to the hunt group to receive calls directed to the pilot number.

Two types of groups can be configured; Multi-line Hunting searches for an idle member always beginning at the same member, and Distributed Line Hunting searches begin in a round robin fashion, providing a more even distribution of calls among hunt group members. Pilot Number Hunting is often used for receptionist coverage of an organization's main phone number.

Users can be assigned as members of multiple hunt groups and be active in multiple groups at any time. In addition, one or more members of the hunt group can be assigned as Supervisors.

Supervisors can add members to the hunt group via their Personal Agent Web Portal, if enabled. Supervisors have the ability to log users in and out of hunt groups; set a 'stop hunt' marker against a specific member, causing calls to immediately overflow to a coverage point when no members are available.

Level 2 – Uniform Call Distribution (UCD)

UCD services provide an ideal solution for companies that regularly experience high incoming call volumes or struggle with peak calling periods. UCD allows any line in the enterprise to be assigned as a UCD 'Agent'. Agents can log in and out of their assigned queue, taking calls dialed either to the UCD Pilot number or to their own personal telephone number. If no agents in the UCD queue are idle, calls are queued, offered announcements and music-on-hold until an agent becomes available.

Incoming calls are presented to the agent who has been logged in and idle the longest. When calls are queued, the longest waiting call will be presented to the longest idle agent available in the queue. Users can be assigned to more than one UCD Group and answer incoming calls for more than one Pilot number at any time.

One or more members of the group can be assigned as Supervisors. Via the Personal Agent Web Portal, supervisors have the ability to

- Open and close queues
- Force agents into answer or 'ready' mode
- Add/remove agents in the queue
- Dynamically define where calls are routed if no one answers or the queue is closed
- Set the maximum number of calls allowed to queue
- Set how long calls will ring before given an announcement
- Set how frequently callers hear announcements while in queue

Level 3 – Integration with 3rd Party Contact Center Solutions

For users requiring more sophisticated Contact Center requirements, Ribbon has longstanding partnerships with best-of-breed contact center providers. Additionally, the Ribbon Application Server provides SIP interfaces and open APIs that have been field proven to integrate with the industry's leading contact center providers.
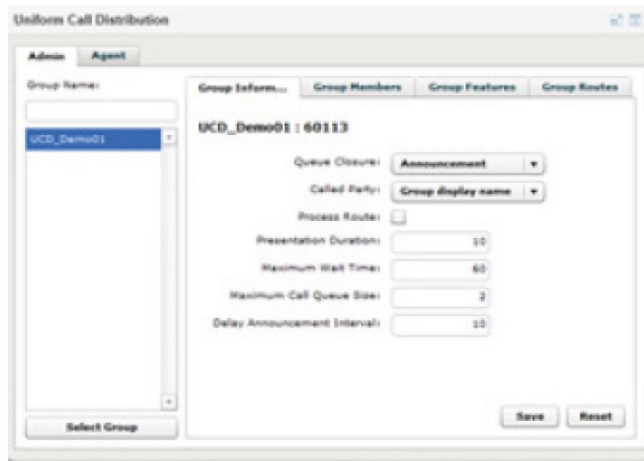
UCD Supervisor

Whether you choose a Ribbon partner or retain an existing contact center provider, the Ribbon Application Server offers integration to enable sophisticated multi-media queuing algorithms including skills-based routing. Customer interactions can be proactively monitored and managed by contact center supervisors. Robust reporting packages expose key metrics and long term trends that can be leveraged to improve the customer experience as well as call and screen reporting to assure maximum producmummum productivity.

Contact Us We are here to help. Let us know if you are interested in a quote or if you have any questions.

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