

## Hunt Group with Queuing

« Call Control Discovery over Service Advertisement Framework (CCD/SAF) - BLOCKING (</workbook/view/ccie-collaboration/task/call-control-discovery-over-service-advertisement-framework-ccd-saf-blocking-MzA1Nw%3D%3D>) | CUCM Troubleshooting (</workbook/view/ccie-collaboration/task/cucm-troubleshooting-MzA1OQ%3D%3D>) »

Last updated: November 13, 2017

### Tasks

For the Hunt Pilot 2600 created earlier at HQ site ensure that HQ Phone 1 can log out of the hunt group. Also if both HQ Phone 1 and HQ Phone 2 do not answer the call when logged in they should be logged out automatically.

The Queue announcement settings should be as follows:

Setting	Value
Initial Announcement	Welcome Greeting Sample
Initial Announcement Played	Only for Queued Calls
Periodic Announcement	Wait in Queue Sample
Periodic Announcement Interval	10 seconds
Local Announcement	English United States

For Hunting with queueing using the following:

1. If call is not answered then it should be forwarded to 3101.
2. If the user is logged out it would be forwarded to 3101.
3. If the queue is full forwarded it to 3101

### Configuration: [Click to collapse](#)

#### HQ – Publisher

Media Resources > Music On Hold Audio Source (Add New)

### Music On Hold Audio Source Configuration

Save
 Delete
 Add New
 Upload File

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**Status**

Status: Ready

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**Music On Hold Server Audio Source Information**

MOH Audio Stream Number\* 2

MOH Audio Source File

MOH Audio Source Name\*

Allow Multi-casting

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**MOH Audio Source File Status**

InputFileName: SampleAudioSource  
 ErrorCode: 0  
 ErrorText: Translation Complete  
 DurationSeconds: 338  
 DiskSpaceKB: 8092  
 LowDateTime: 1130860118  
 HighDateTime: 0  
 OutputFileList:  
 SampleAudioSource.ulaw.wav  
 SampleAudioSource.alaw.wav  
 SampleAudioSource.g729.wav

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**Announcement Settings**

Initial Announcement  [View Details](#)

Initial Announcement Played\*

Periodic Announcement  [View Details](#)

Periodic Announcement Interval\*  (10 - 300 seconds)

Locale Announcement\*

Device > Device Settings > Softkey Template (Copy Existing Standard User Template)

### Softkey Template Configuration

Save
 Delete
 Copy
 Add New
 Reset
 Apply Config

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**Status**

Status: Ready

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**Softkey Template Information**

Name\*

Description

Applications\*

Default Softkey Template

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System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bulk Administration > Help

Softkey Template Configuration
 Related Links: [Configure Softkey Layout](#)

Save
 Delete
 Copy
 Add New
 Reset
 Apply Config

### Softkey Template Configuration

Save Reset Apply Config

**Status**  
 Status: Ready

**Notes**  
 Use this window to specify the Softkeys and their relative order for any phone models that support downloadable Softkey templates. For more information on Softkeys for a particular phone, refer to the administration guide for the phone. If you choose a Softkey that is not supported by the phone, the Softkey will not be downloaded to the phone.

**Softkey Layout Configuration**  
 Softkey Template: Standard User-TEST  
 Select a call state to configure: On Hook

Unselected Softkeys

- Call Back (CallBack)
- Conference List (ConfList)
- Direct Transfer (DirTrfr)
- Group Pick Up (GPickUp)
- Immediate Divert (iDivert)
- Join (Join)
- Meet Me (MeetMe)
- Mobility (Mobility)
- Other Pickup (oPickup)
- Pick Up (PickUp)
- Quality Report Tool (QRT)
- Remove Last Conference Party (RmLstC)
- Select (Select)
- Toggle Do Not Disturb (DND)
- Undefined (Undefined)
- Video Mode Command (VidMode)

Selected Softkeys (ordered by position)\*\*

- Redial (Redial)
- \*\*NewCall (NewCall)
- Forward All (CfwdAll)
- HLog (HLog)

Save Reset Apply Config

Device > Phone (Go to HQ Phone 1)

### Phone Configuration

Save Delete Copy Reset Apply Config Add New

**Status**  
 Status: Ready

**Association Information**

Modify Button Items

- 1 Line [1] - 2001 (no partition)
- 2 Line [2] - Add a new DN
- 3 2500
- 4 hatwo@ine.com
- 5 sitebone@ine.com
- 6 Add a new SD
- ..... Unassigned Associated Items .....
- 7 Add a new SD
- 8 Add a new SURL
- 9 Add a new BLF SD
- 10 Add a new BLF Directed Call Park
- 11 CallBack

**Phone Type**  
 Product Type: Cisco 7965  
 Device Protocol: SCCP

**Device Information**

Registration: Registered with Cisco Unified Communications Manager 11.100.64.12  
 IP Address: 11.102.64.50  
 Active Load ID: SCCP45.9-3-ISR1-1S  
 Download Status: Unknown

Device is Active  
 Device is trusted  
 MAC Address\*: 0023E8548CB2  
 Description: HQ Phone 1  
 Device Pool\*: DP-Phones [View Details](#)  
 Common Device Configuration: < None > [View Details](#)  
 Phone Button Template\*: Standard 7965 SCCP  
 Softkey Template: Standard User-TEST

Call Routing > Route/Hunt > Line Group (Click on **HuntingGroup** created earlier)

### Line Group Configuration

Save Delete Add New

**Line Group Information**

Line Group Name\*:

RNA Reversion Timeout\*:

Distribution Algorithm\*:

**Hunt Options**

No Answer\*:

Automatically Logout Hunt Member on No Answer

Call Routing > Route/Hunt > Hunt Pilot (Click on 2600)

**Hunt Pilot Configuration**

Save Delete Copy Add New

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**Queueing**

Queue Calls

Network Hold MOH Source & Announcements Queue Music [View Details](#)

Maximum Number of Callers Allowed in Queue\* 100 (1-100)

When Queue is full:

Disconnect the call

Route the call to this destination 3101

Full Queue Calling Search Space < None >

Maximum Wait Time in Queue\* 60 (10 - 3600 seconds)

When maximum wait time is met:

Disconnect the call

Route the call to this destination 3101

Maximum Wait Time Calling Search Space < None >

When no hunt members answer, are logged in, or registered:

Disconnect the call

Route the call to this destination 3101

No hunt members logged in or registered Calling Search Space < None >

## Verification

Call from PSTN to 5022600.

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