

TPx Customer Portal

UCx Administration – Hunt Groups

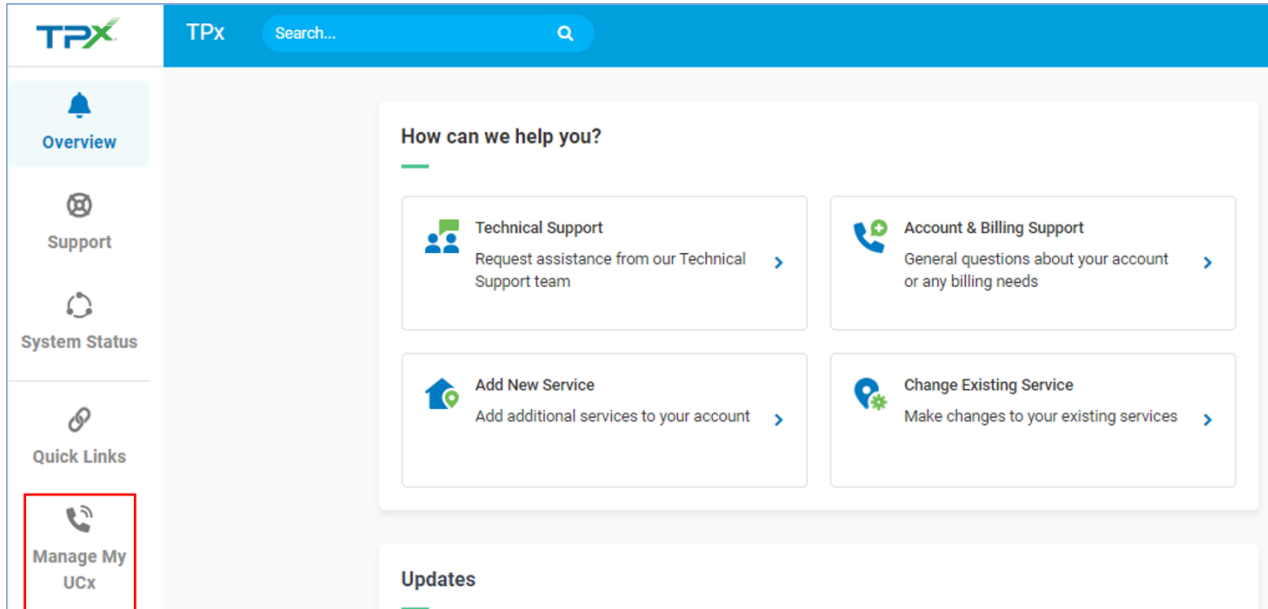


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HOW TO ACCESS UCX SETTINGS

1. Log into the [TPx Customer Portal](#) and select **Manage My UCx** from the main menu as shown below.



NOTE: Register to the TPx Customer Portal [here](#). The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select **Change Existing Service** to submit your change request. Access to the legacy voice portal is still available [here](#).

HUNT GROUP MANAGEMENT

Hunt Groups are managed per location and can be accessed following the steps below.

1. From **Menu**, select **Groups** and then select the location for managing Hunt Groups.

TPX Odin (nmarquis895_gmail-odin@bas1)

Resources Search My Ids My Account

Dashboard / Groups

Menu

- Dashboard
- Business Profile
- Groups**
- Schedules
- Users

Services

- Meet-Me Conferencing

Reports

Groups

Filter Results

Group Name	Id	Organization Type	Organization Id	Reseller Id	User Limit	User Count	Default Domain	Time Zone
TPx - PDE / Nurture	999990				5000	3	cl1-dscicorp.com	America/New_York
TPx - NT3 Lab	999991				5000	0	cl1-dscicorp.com	America/New_York
TPx - CPE Eng	999992				5000	11	cl1-dscicorp.com	America/Los_Angeles
TPx - VS/SD/Translations	999995				5000	2	cl1-dscicorp.com	America/New_York

4 total items

2. From **Group Services**, select **Hunt Group**, and then select the *Hunt Group* to modify.
NOTE: Be careful not to toggle the **Active** button as that enables or disables the service.

TPX Odin (nmarquis895_gmail-odin@bas1)

Resources Search My Ids My Account

Dashboard / Groups / 999990 / Hunt Group

Menu

- Dashboard
- Announcement Repository
- Business Profile
- Business Schedules
- Users

Group Services

- Configuration
- Auto Attendant
- Call Center
- Hunt Group**
- Meet-Me Conferencing

Hunt Group

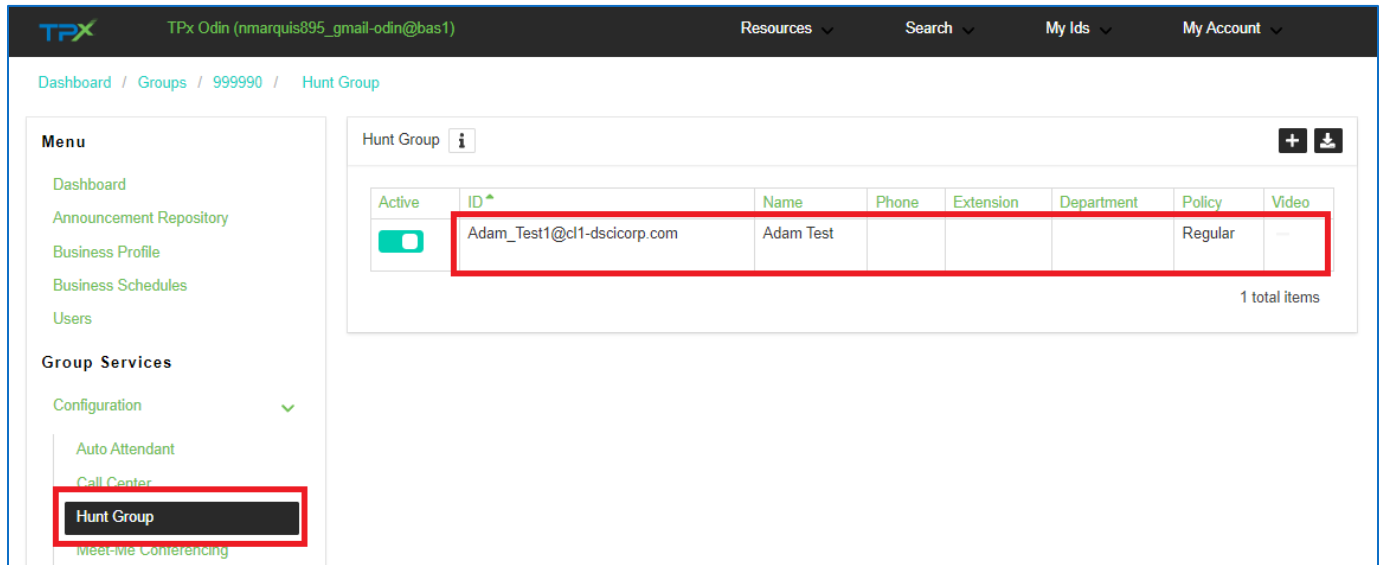
Active	ID	Name	Phone	Extension	Department	Policy	Video
<input checked="" type="checkbox"/>	Adam_Test1@cl1-dscicorp.com	Adam Test				Regular	-

1 total items

MODIFY HUNT GROUP SETTINGS

You can update your Hunt Group settings following the steps below. This is where you specify how the Hunt Group should ring users and where calls should overflow after a certain amount of time.

1. From **Group Services**, select **Hunt Group** and select the *Hunt Group* to configure.

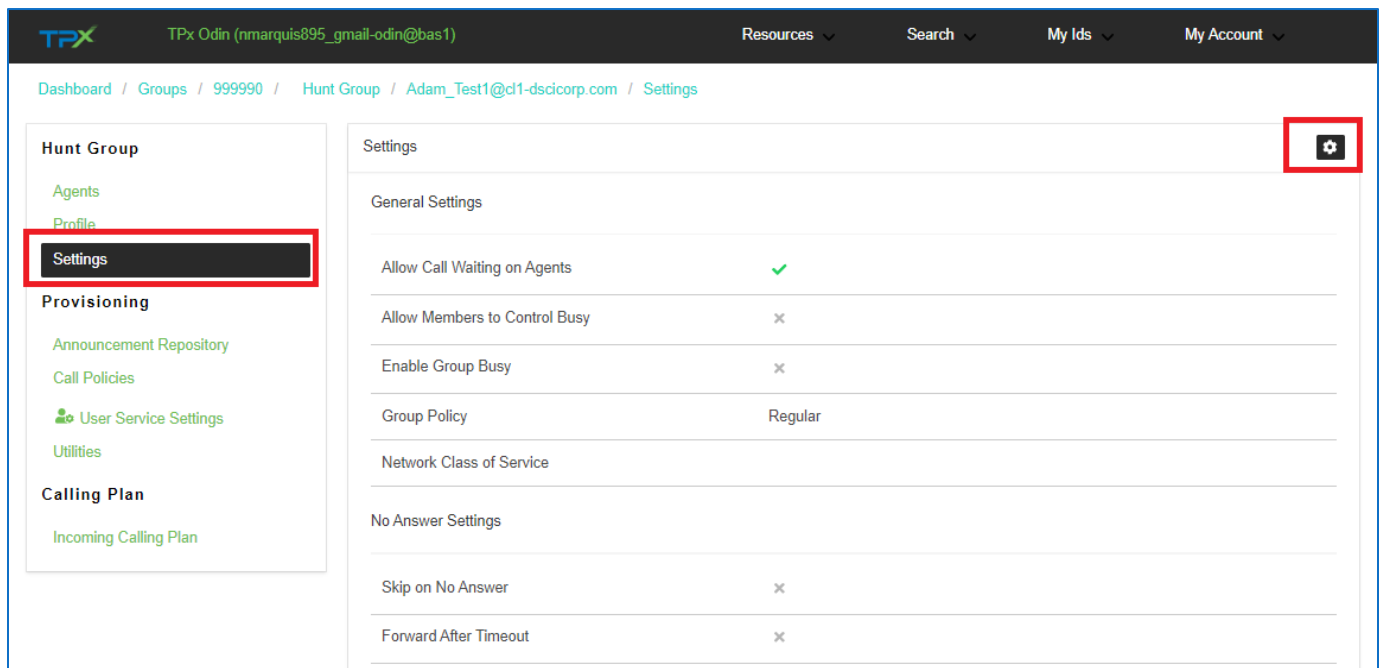


The screenshot shows the TPx interface. The top navigation bar includes the TPx logo, user information (TPx Odin), and menu items (Resources, Search, My Ids, My Account). The breadcrumb trail is Dashboard / Groups / 999990 / Hunt Group. The left sidebar has a 'Menu' section with 'Hunt Group' highlighted. The main content area is titled 'Hunt Group' and contains a table with the following data:

Active	ID	Name	Phone	Extension	Department	Policy	Video
<input checked="" type="checkbox"/>	Adam_Test1@cl1-dscicorp.com	Adam Test				Regular	---

1 total items

2. From **Hunt Group**, select **Settings** and then select the gear icon.



The screenshot shows the TPx interface. The top navigation bar is the same as in the previous screenshot. The breadcrumb trail is Dashboard / Groups / 999990 / Hunt Group / Adam_Test1@cl1-dscicorp.com / Settings. The left sidebar has a 'Hunt Group' section with 'Settings' highlighted. The main content area is titled 'Settings' and contains a gear icon in the top right corner. Below the gear icon, there are several settings:

- General Settings
 - Allow Call Waiting on Agents:
 - Allow Members to Control Busy:
 - Enable Group Busy:
 - Group Policy: Regular
 - Network Class of Service: [empty]
- No Answer Settings
 - Skip on No Answer:
 - Forward After Timeout:

3. Modify as necessary, then click **Save**.

Edit Details ✕

General Settings

Allow Call Waiting on Agents

Allow Members to Control Busy

Enable Group Busy

Group Policy

Network Class of Services

No Answer Settings

Skip on No Answer

Forward After Timeout

Not Reachable Settings

Enable Call Forwarding Not Reachable

UPDATE HUNT GROUP USERS

To update the users assigned to a Hunt Group, follow the steps below.

1. From **Group Services**, select **Hunt Group** and then select the *Hunt Group* to configure.

The screenshot shows the TPx interface. The top navigation bar includes the TPx logo, the user name 'TPx Odin (nmarquis895_gmail-odin@bas1)', and dropdown menus for 'Resources', 'Search', 'My Ids', and 'My Account'. The breadcrumb trail is 'Dashboard / Groups / 999990 / Hunt Group'. On the left sidebar, under 'Group Services', the 'Hunt Group' option is highlighted with a red box. The main content area is titled 'Hunt Group' and contains a table with the following data:

Active	ID	Name	Phone	Extension	Department	Policy	Video
<input checked="" type="checkbox"/>	Adam_Test1@cl1-dscicorp.com	Adam Test				Regular	---

1 total items

2. From the **Hunt Group**, select **Agents**, then click the person icon.

The screenshot shows the TPx interface. The top navigation bar is the same as in the previous screenshot. The breadcrumb trail is 'Dashboard / Groups / 999990 / Hunt Group / Adam_Test1@cl1-dscicorp.com / Agents'. On the left sidebar, under 'Hunt Group', the 'Agents' option is highlighted with a red box. The main content area is titled 'Agents' and contains a table with the following data:

First Name	Last Name	User Id	Phone Number	Extension	Department	Weight
Nick	Testing 100	5085565523@cl1-dscicorp.com	+1-5085565224	5224		
Webex Group	Test 1	5085565223@cl1-dscicorp.com	+1-5085565223	5223		

2 total items

3. Filter and select the users from the *Available* and *Selected* columns as needed, then click **Save**.

Edit Assigned Agents ✕

Agents

Available (1)	Select All Filtered	Selected (2)	Deselect All
<input type="text" value="cra"/>		<input type="text" value="Filter Results"/>	
<input type="text" value="Craig, Kellett (21353716502259@cl1-dscicorp.com)"/>		<input type="text" value="Nick, Testing 100 (5085565523@cl1-dscicorp.com)"/> <input type="button" value="v"/> <input type="button" value="^"/>	
		<input type="text" value="Webex Group, Test 1 (5085565223@cl1-dscicorp.com)"/> <input type="button" value="v"/> <input type="button" value="^"/>	