

# How do we force our Hunt Group to a closed state during open hours in case of an emergency or another situation?

21 Thu, Jan 28, 2021 Account Administration


## Question

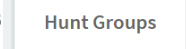

How do we force our Hunt Group to a closed state during open hours in case of an emergency or another situation?

## Answer

To force your Hunt Group to a closed state during open hours in case of an emergency or another situation, you can use the following steps:

- Log into the **MAXcore 2.0** portal with the your admin credentials.
- After login, the admin will be presented with the MAXcore homepage, they will navigate **Customer Group Management** page by selecting **Groups**

 **Groups** from the left navigation menu. Next select the group where the Hunt Group is located.

- This will take you to the **Group Details** section. Look for the tab labeled **Hunt Groups**  click on the Hunt Groups tab then select the hunt group you need to make the change.
- You will be brought to the **Hunt Group details** page. Under the **Hunt Group Information** section, you will select the Edit Hunt button, 
- Now on the **Update Hunt Group** page look for the hunt group state drop down. During regular business hours the state is set to NORMAL. Change the selection in the drop down menu to FORCE\_CLOSE and then hit the UPDATE button. This will route callers by the closed configuration settings and the calls will be routed to the final step.

### Hunt Group Details

Hunt Group Information			
Group	Demo Lab		
Hunt Group Name	Test Hunt	Hunt Group Extension	9700
Final Step	+12672292015	Scheduled Final Step	+12672292015
Ring Type	Ring All	Ring Duration	20
Scheduled Ring Type	Ring All	Scheduled Ring Duration	20
Phone Numbers		Hunt Group State	NORMAL
Use Custom Schedule	Yes		

## Hunt Group Information

Hunt Group Name \*

Test Hunt

Hunt Group Extension \*

9700

Ring Type \*

Ring All

Ring Duration \*

20

Scheduled Ring Type

Ring All

Scheduled Ring Duration \*

20

Final Step \*

+12672292015

Scheduled Final Step

+12672292015

Hunt Group State

NORMAL