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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.
  Group

- This will take you to the **Group Details** section. Look for the tab labeled **Hunt Groups**   Hunt Groups
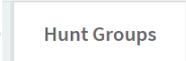
  click on the Hunt Groups tab then select the hunt group you need to make the change.

- You will be brought to the **Hunt Group details** page. Under the **Hunt Group Information** section, you will select the Edit Hunt button   Edit Hunt

- 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   Back   Edit Hunt

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