



AltiGen Phone Systems

Workgroup Support

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AltiWare comes standard with hunt groups to deliver customer calls into workgroups. A hunt group is a very flexible multi extension answering solution for groups of employee's (workgroups) that need to answer a common phone number or extension. Hunt groups include call queuing, and Universal Call Distribution routing or UCD. Hunt groups support call distribution rules that include Ring First Available, Ring Next Available, and Ring-All workgroup extensions. Calls into a hunt group where there are no employees are available to answer the call will be held in a queue, hear music on hold, and will be delivered to the next employee based on the call distribution rules chosen. At any time the caller may opt to leave a message in the workgroup mailbox or ring into a live operator. AltiWare comes standard with support of up to 32 employee hunt groups with up to 128 members per group.

The call distribution capability is also well suited to support operator workgroups and individual operator overflow. Uniform Call Distribution allows incoming calls to be effectively distributed to employee groups or operators and to queue up calls if someone is unavailable to take the call. Calls are then automatically transferred to the first available workgroup representatives or the next person in that group by rule. When a business needs to have calls ring multiple extensions for call coverage, AltiWare allows businesses to designate incoming calls to ring simultaneously on multiple extensions.