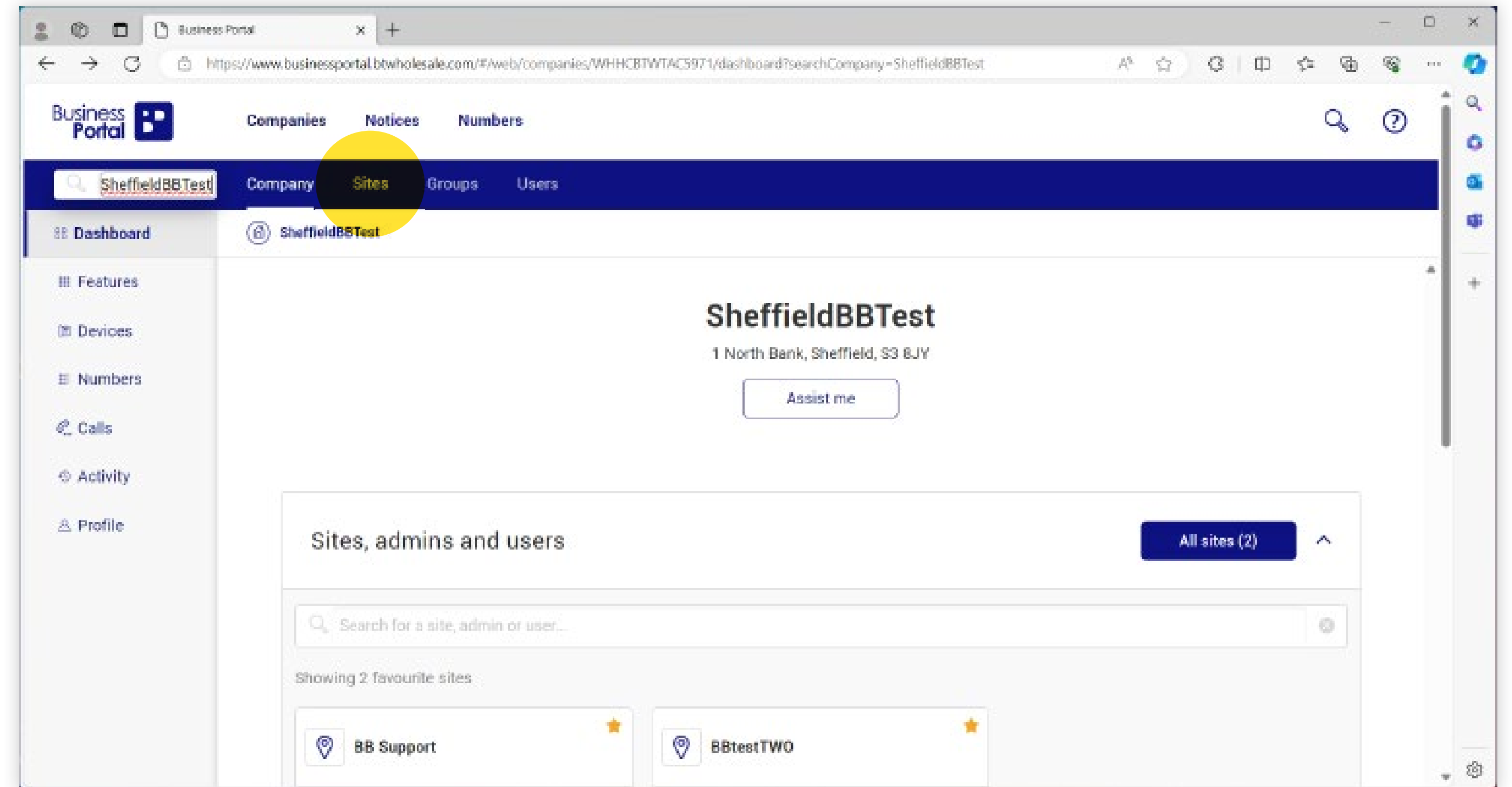


xln | cloud voice

How to add a divert (site level)

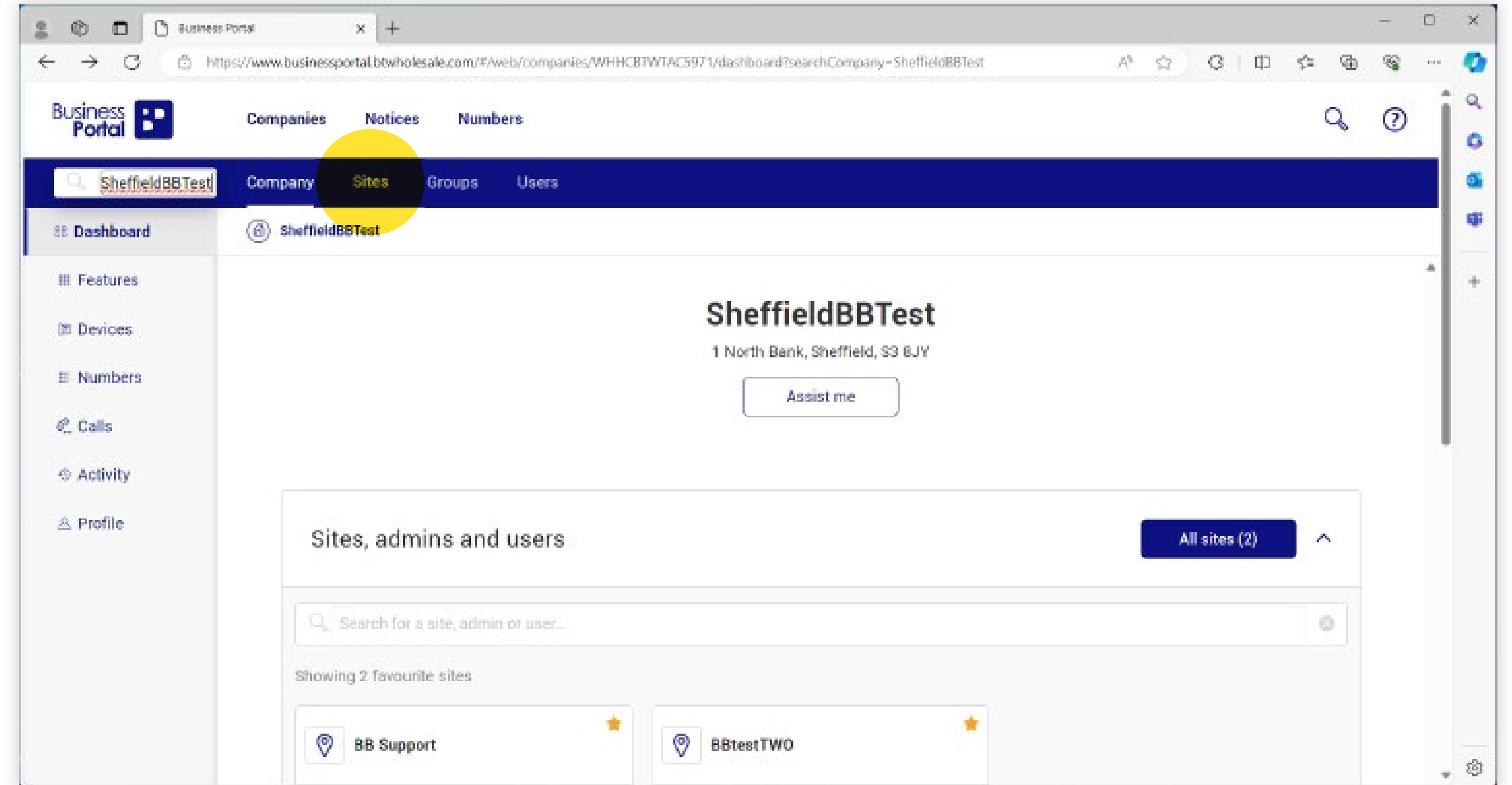
How to add a divert (site level)

- You will manage your site level divert using the Business Portal.
- Prior to your go-live date, you will receive an email with your login details for the Business Portal.
- To set up a site level call divert, you will need admin access to the Business Portal. Please contact our support team to request admin access.



How to add a divert (site level)

- Once you log in, navigate to your company dashboard and find the **'Sites'** section, as highlighted.



How to add a divert (site level)

- The next step is to select the site name.
- To access the selected site, scroll down and click the small arrow on 'Hunt Groups'.

The image shows two screenshots from the Business Portal interface. The top screenshot displays the 'Sites' page, where a search for 'SheffieldBBTest' has been performed. A table lists two sites: 'BB Support' and 'BBtestTWO'. The 'BB Support' site is highlighted with a yellow circle. The bottom screenshot shows the 'Call routing groups (Enhanced)' page, where the 'Hunt groups' section is highlighted with a yellow circle, indicating the next step in the process.

Site name	Location	Technology	Add-ons	Users/Limit	Location code
BB Support	Sheffield	Mixed	2	4 / 6	-
BBtestTWO	Sheffield	Mixed	2	1 / 8	-

Call routing groups (Enhanced)

Search by call group name...

Call centres: 0 groups

Hunt groups: 1 group

Auto attendants: 1 group

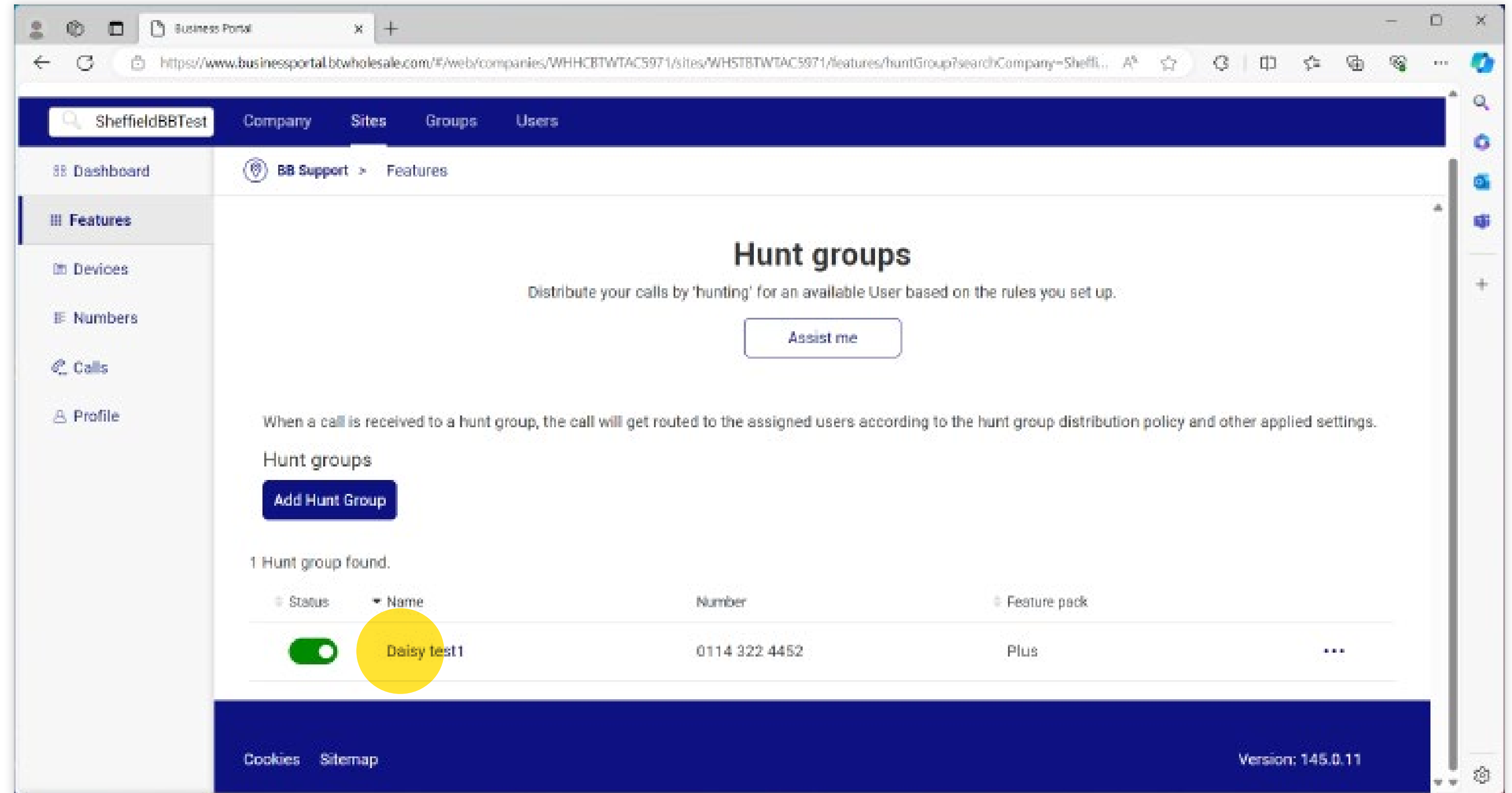
Directories: No directories yet

How to add a divert (site level)

- Click the **'Hunt Group'** name.

A 'hunt group' enables you to choose how your incoming calls are distributed.

For example, calls can be directed to the first available user or the one who has been idle the longest.



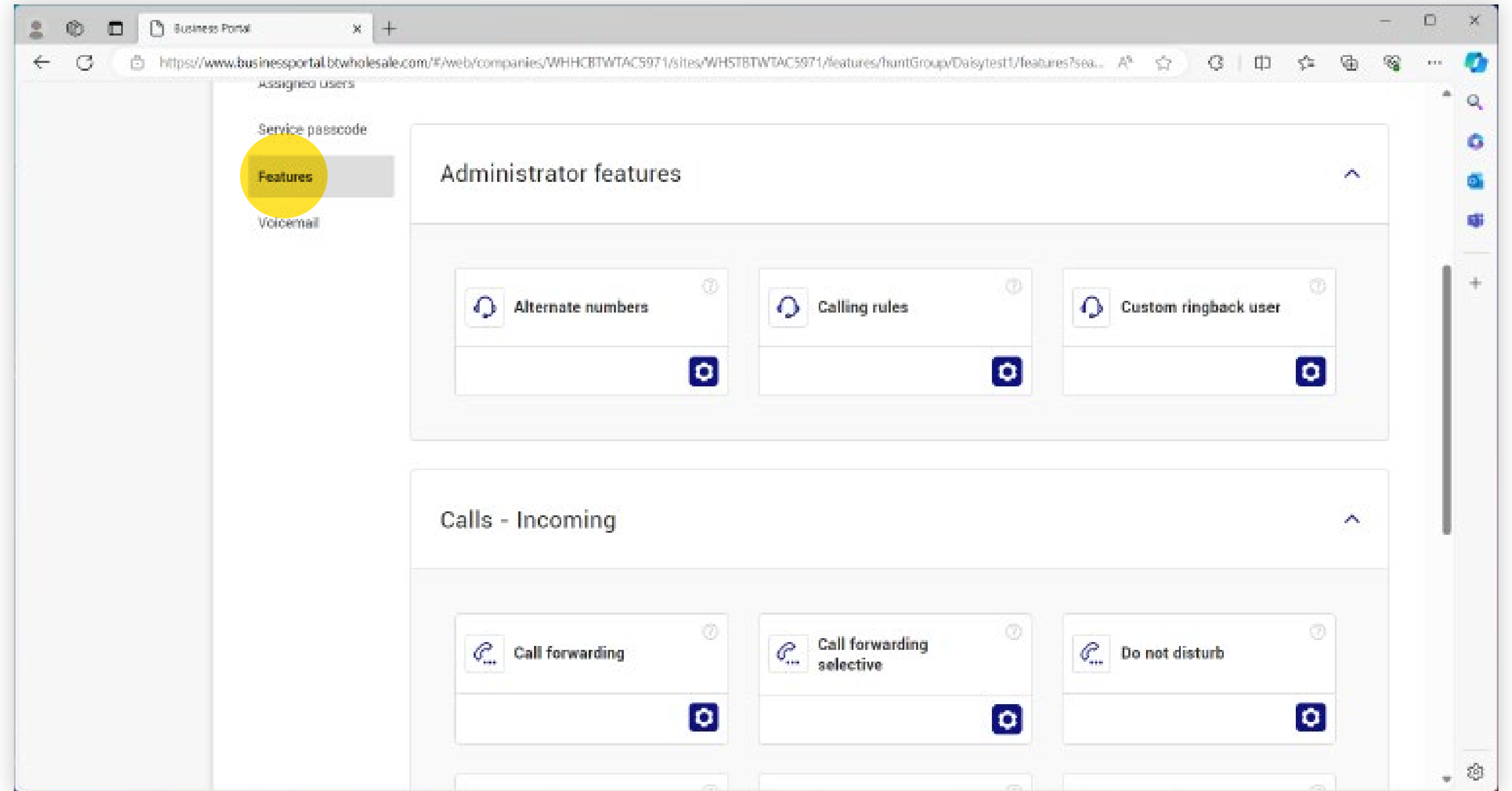
The screenshot shows the 'Hunt groups' page in the Business Portal. The page title is 'Hunt groups' and the subtitle is 'Distribute your calls by 'hunting' for an available User based on the rules you set up.' There is an 'Assist me' button. Below this, there is a description: 'When a call is received to a hunt group, the call will get routed to the assigned users according to the hunt group distribution policy and other applied settings.' There is an 'Add Hunt Group' button. Below that, it says '1 Hunt group found.' and there is a table with the following data:

Status	Name	Number	Feature pack	
<input checked="" type="checkbox"/>	Daisy test1	0114 322 4452	Plus	...

The 'Name' column is highlighted with a yellow circle. At the bottom of the page, there are links for 'Cookies' and 'Sitemap', and the version number 'Version: 145.0.11'.

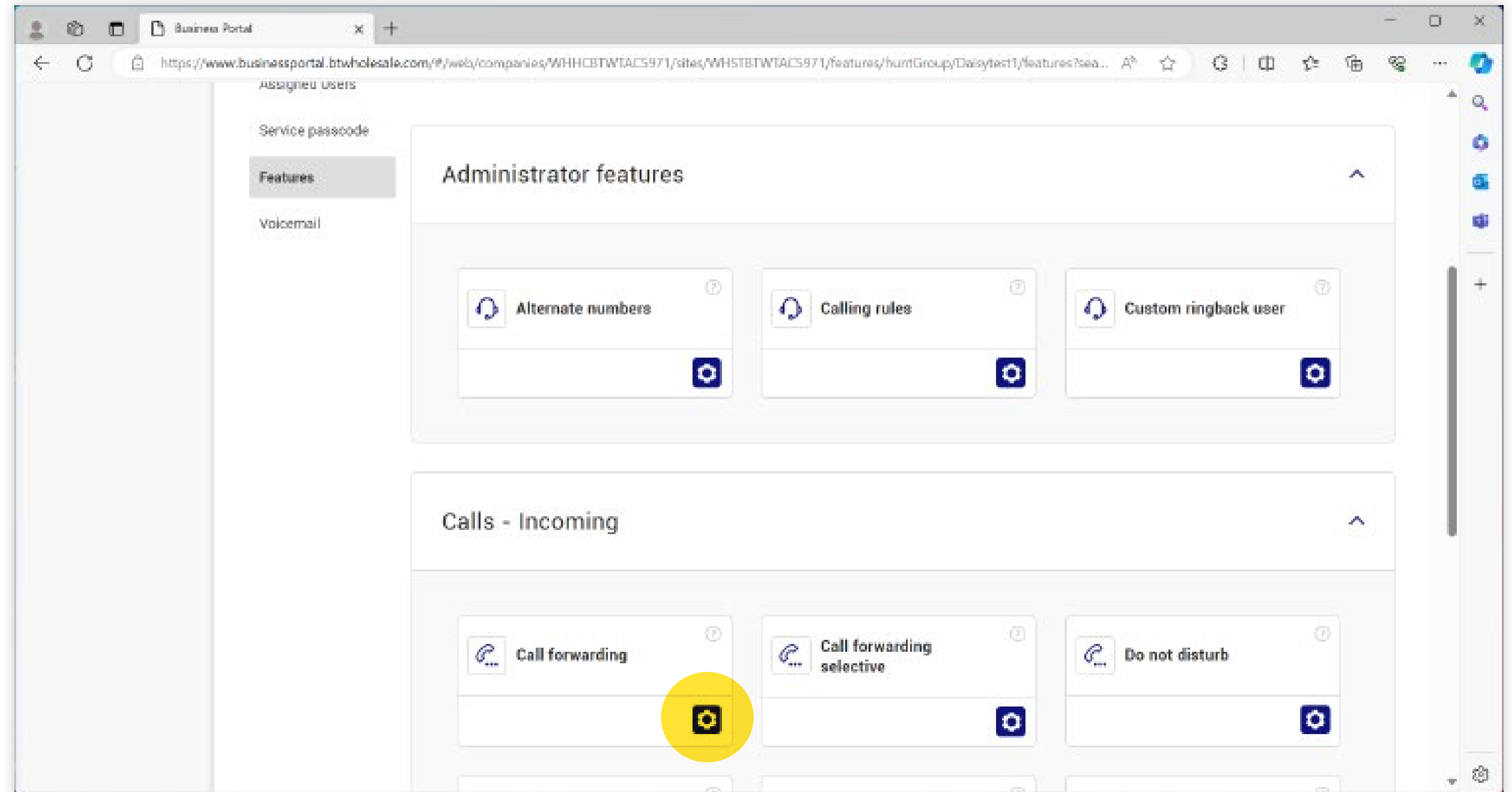
How to add a divert (site level)

- You will then see the hunt group page displayed - click **'Features'**.



How to add a divert (site level)

- Scroll down the page, until you reach **'Call forwarding'**.
- Select the **'Call forwarding'** cog.



How to add a divert (site level)

- Check the box that says, **‘Forward all calls is off’**.
- Enter the number you want to divert your calls to, and **‘Save’** by clicking the button below.
- To remove the call divert, check the box labelled **‘Forward all calls is ON’** and press **‘Save’** by clicking the button below.

