One Net Business
Call Flow Reference Guide

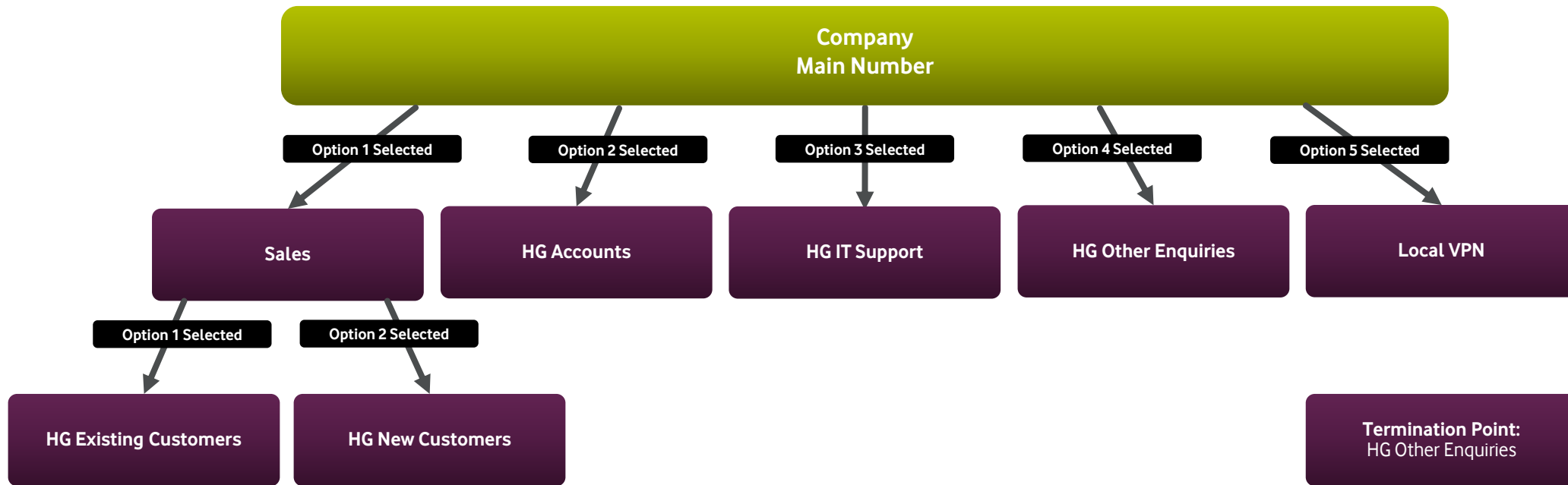Authors: Robert Pell, Andrew Thetford

Call Flow Scenarios

The following Flow Charts provide graphical representations for incoming Call Flow routing options to be considered in readiness for Call Flow discussions with your Delivery Coordinator.

Options available include:

➢ Auto Attendant

➢ Hunt Groups – 4 Possible Scenarios

- Simultaneous
- Sequential
- Least Busy
- Circular

➢ Cascaded Hunt Groups including an Overflow

Auto Attendant

Company Main Number

- Option 1 Selected → **Sales**
- Option 2 Selected → **HG Accounts**
- Option 3 Selected → **HG IT Support**
- Option 4 Selected → **HG Other Enquiries**
- Option 5 Selected → **Local VPN**

Sales
- Option 1 Selected → **HG Existing Customers**
- Option 2 Selected → **HG New Customers**

Termination Point: HG Other Enquiries

Further Information:
- **Recordings –** You will need to provide a recording for each Auto Attendant Menu (Example above requires 2 recordings, first to represent the initial 5 options and second for the Sales sub menu with 2 options)
- **Termination Point –** The recordings detailing the options to the caller will repeat 3 times should no option be selected; at which point the call will automatically transfer to the "Termination Point"
- **Local VPN –** Allows callers to enter the extension number of the person they wish to contact

Hunt Groups – 1 of 3

Simultaneous:
All Hunt Group members will ring at the same time for the duration of the specified ring timer

HG Other Enquiries

Level One

1	2	3
Reception 3100	Admin 3101	Kitchen 3102

Ring Timer - 15 seconds

Level Two

1	2	3	4	5
Reception 3100	Admin 3101	Kitchen 3102	Print Office 3103	Factory 3104

Ring Timer - 15 seconds

Termination Point:
HG Other Enquiries Voicemail

Least Busy:
Each Hunt Group member will ring in a pre-determined order based on who has been inactive the longest.

HG Other Enquiries

Least Busy

2	4	1	3
Inactive 5 mins	Inactive 2 mins	Inactive 7 mins	Inactive 3 mins
1	2	3	4
Reception 3100	Admin 3101	Kitchen 3102	Print Office 3103

Ring Timer - 10 seconds per user

Termination Point:
HG Other Enquires Voicemail

Sequential:
Hunt group members will ring in a pre-determined order for the duration of a specified ring timer

HG Accounts

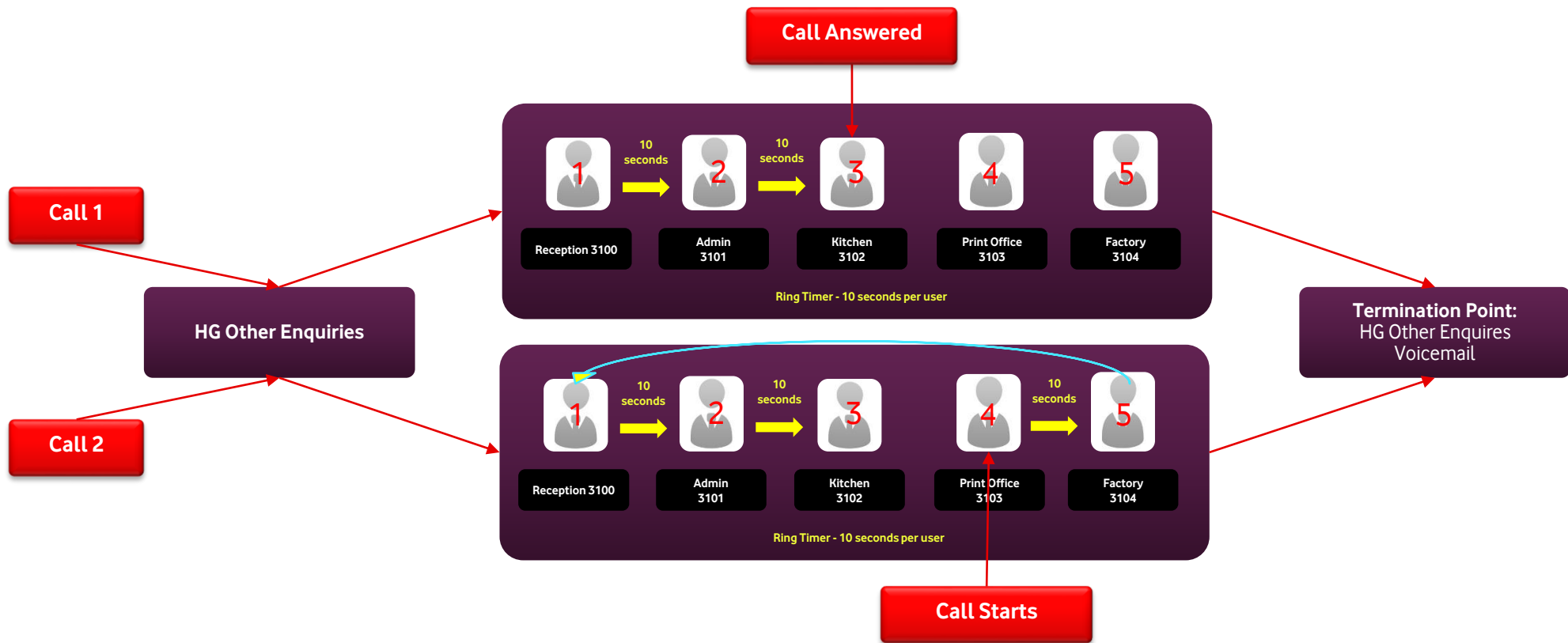| 1	10 seconds	2	10 seconds	3	10 seconds	4	10 seconds	5
Reception 3100		Admin 3101		Kitchen 3102		Print Office 3103		Factory 3104

Ring Timer - 10 seconds per user

Termination Point:
HG Accounts Voicemail

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Hunt Groups – 2 of 3

Circular:
An incoming call will be presented in a pre-determined order, but the device that rings first will rotate through the members of the Hunt Group, thus sharing the workload generated by incoming calls.

Call Answered

Call 1

HG Other Enquiries

Call 2

1	→ 10 seconds →	2	→ 10 seconds →	3		4		5
Reception 3100		Admin 3101		Kitchen 3102		Print Office 3103		Factory 3104

Ring Timer - 10 seconds per user

1	→ 10 seconds →	2	→ 10 seconds →	3		4	→ 10 seconds →	5
Reception 3100		Admin 3101		Kitchen 3102		Print Office 3103		Factory 3104

Ring Timer - 10 seconds per user

Call Starts

Termination Point:
HG Other Enquires Voicemail

Hunt Group with Additional Overflow

HG Other Enquiries

1	2	3
Reception 3100	Admin 3101	Kitchen 3102

Ring Timer - 15 seconds

1	2	3	4	5
Reception 3100	Admin 3101	Kitchen 3102	Print Office 3103	Factory 3104

Ring Timer - 15 seconds

Termination Point:
HG Other Enquiries Overflow

HG Other Enquiries Overflow

**Call Queue: Enabled
Queue Timer: 5 Minutes**

1	2	3	4	5
Reception 3100	Admin 3101	Kitchen 3102	Print Office 3103	Factory 3104

If no answer after the 5 minute call queue

Termination Point:
HG Other Enquiries Voicemail