



# One Net Business Call Flow Reference Guide



# Call Flow Scenarios

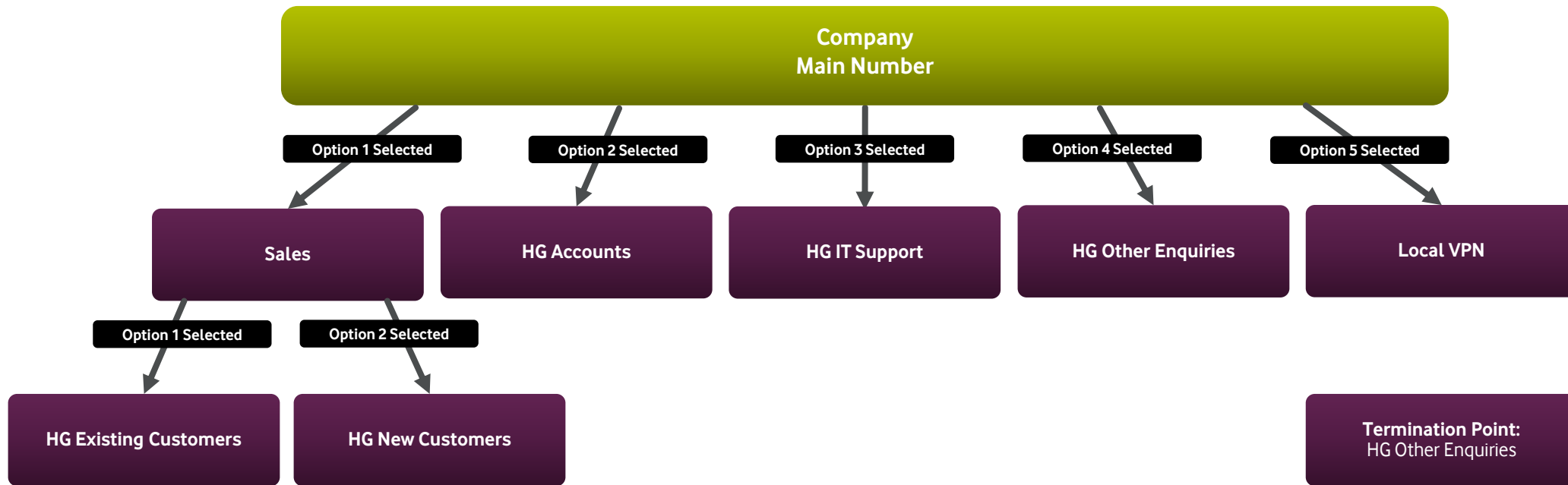
The following Flow Charts provide graphical representations for incoming Call Flow routing options to be considered in readiness for Call Flow discussions with your Delivery Coordinator.

Options available include:

- Auto Attendant
- Hunt Groups – 4 Possible Scenarios
  - Simultaneous
  - Sequential
  - Least Busy
  - Circular
- Cascaded Hunt Groups including an Overflow



# Auto Attendant



## 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



Reception  
3100

Admin  
3101

Kitchen  
3102

Ring Timer - 15 seconds

Level Two



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



Reception  
3100

Admin  
3101

Kitchen  
3102

Print Office  
3103

Ring Timer - 10 seconds per user

Termination Point:  
HG Other Enquiries  
Voicemail

## Sequential:

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

HG Accounts



Reception  
3100

Admin  
3101

Kitchen  
3102

Print Office  
3103

Factory  
3104

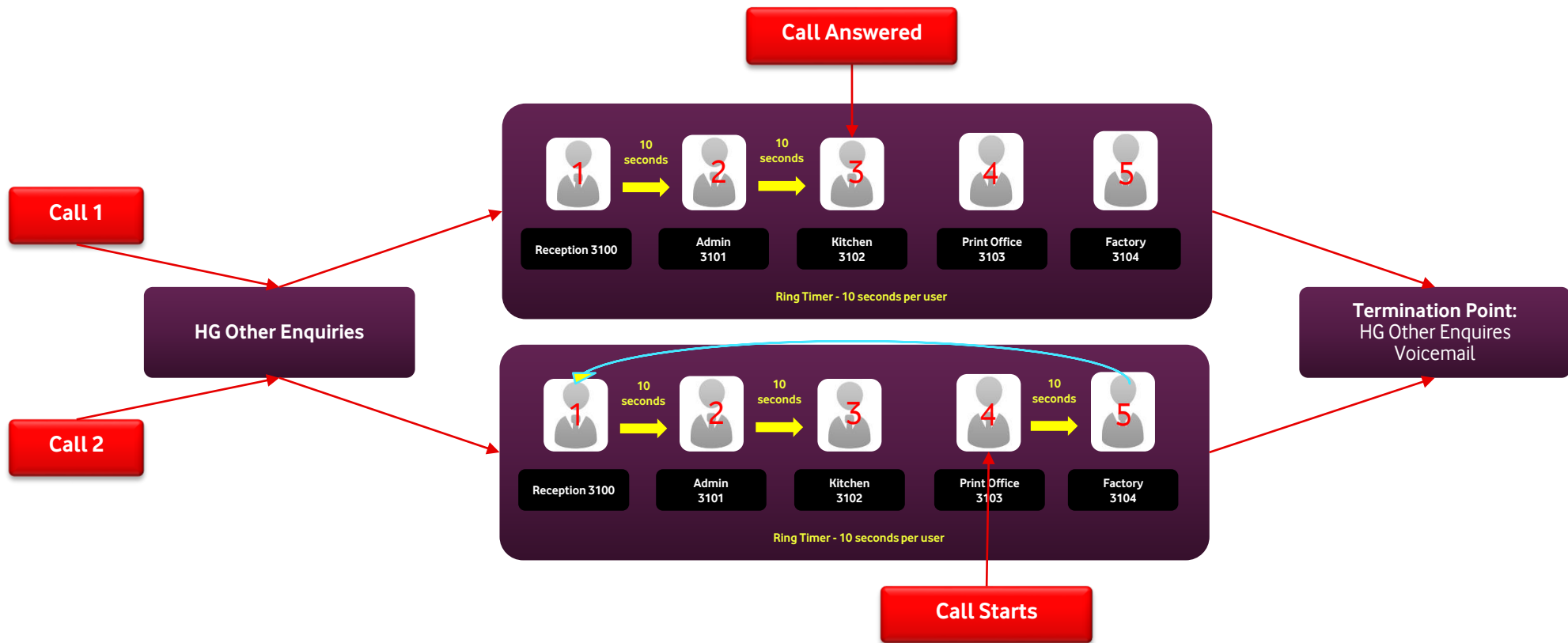
Ring Timer - 10 seconds per user

Termination Point:  
HG Accounts Voicemail



# 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.



# Hunt Groups – 3 of 3

## Hunt Group with Additional Overflow

