ELEVATE
UNIFIED COMMUNICATIONS

Empower Your Sales and Support Teams with Intermedia Hunt Groups

| **ORGANIZE DEPARTMENTS**	**MAXIMIZE CALL EFFICIENCY**	**ANALYZE RESULTS**
Hunt Groups route calls to groups/ departments within your organization	Calls reaching the groups are routed and answered more quickly and efficiently	Hunt Group reporting helps management make staffing and other resource decisions

ELEVATE HUNT GROUPS

The Elevate Hunt Groups distributes calls to a group of users/agents, either at the same time, or in a specific order. If all agents are busy, Elevate Hunt Groups plays recorded greetings to callers and places them into a hold queue for the next available agent.

Elevate Hunt Groups:

- Helps to route calls to organized departments such as sales, customer service, or technical support

- Provides recorded feedback to callers (greetings)

- Automatically connects callers to the next available agent when all agents are busy with calls

- Provides detailed call reporting for administrators and managers

- Allows agents to easily log in and out of the group
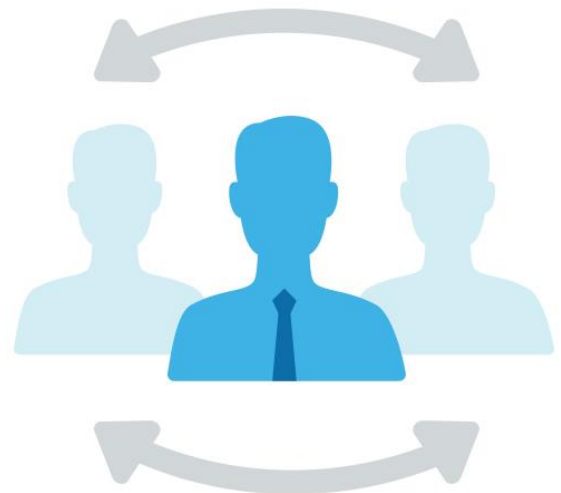
ELEVATE HUNT GROUPS FEATURES

- Multiple Greetings
- Customizable Ring Order Methods
- Max Callers on Hold setting
- Configurable timeout behavior

- Voicemail Notifications
- Music on Hold
- Hunt Group menu routing
- Automatic Inbound Call Recording

- Unanswered idle setting
- Repeating hold messages
- Visual call recording interface
- Hunt Group reporting

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Get started with Elevate today!

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