




How to use the MLHGs Tab

The MLHGs (Multi Line Hunt Groups) page shows all MLHGs in a Department.


An MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group are passed to a non-busy line within the Hunt Group, or may be added to a queue if all lines are busy.

- Telephone number.
- Number of lines in the MLHG.
- View MLHG settings  icon.

This page consists of the following functions.

- Select a Department
- Move MLHGs between Departments
- MLHG Configuration
- View MLHG Settings

VIEW MLHG SETTINGS

To view the MLHG settings for the MLHG, click the  icon.

SELECT A DEPARTMENT

Use the MLHGs in Department input box to select the Department to show the MLHGs for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

MOVE MLHGS BETWEEN DEPARTMENTS

To move MLHGs between Departments.

- Select all MLHGs with the top checkbox, or select one or more MLHGs with the individual checkboxes.
- Select the department to move the MLHGs to, using the Move Selected To input box.
- Click **MOVE** to make the change.

MLHG CONFIGURATION

Each row in the table shows the following for each MLHG.