IP Office HuntGroup

Analyse your call patterns to improve customer service

HuntGroup View will improve call handling, raise customer service levels and drive productivity in your business by giving you all the data you need.

Bundled with our IP Office Preferred Edition, the HuntGroup View application lets you analyse up to eight hunt groups in real time. You can track live and historical call handling data that will show you essential real time statistics, such as answered, outgoing and abandoned calls, queue status and user status.

Monitoring your hunt groups and user activity will help you react and make changes so that your hunt groups run more efficiently. You'll be able to use the live data and historical reporting to make decisions about how to reduce call waiting times and queue lengths. Plus, you can handle changes in call traffic volumes and identify where extra resources might be needed.

Key benefits

- Have up to eight dashboards across eight hunt groups.

- Options to expand the capacity to monitor up to 32 or 64 users.

- There's no hardware required as it runs off the IP Office standard application server.

- It's installed by a BT engineer and is self-configured so you can be up and running in minutes.

- You can monitor your hunt groups daily and run historical reports.

How it works

Manager Dashboard

The interactive Manager Dashboard lets you see live data that instantly updates. It shows you at a glance what's happening across the hunt groups and the view can be personalised so that it's relevant to a particular department/hunt group. You can also view calls by hunt group, real-time user status, in and out-going calls by user and the percentage of calls answered in a target time.

Historical Reports

You can view historical data using the Historical Reports view. These measure call handling performances over a period of time and allow you to generate PDFs to send via email, or export data to Excel for managers to review. You can also schedule in reports to be sent out as and when you need them.

User sidebar

The user sidebar lets users track their own performance and calls, and see the status of their colleagues too. They can see who's available and the number of incoming and outgoing calls.

Why BT?

- BT provide full remote support for your HuntGroup View application.

- A suite of customer training options are available for IP Office and its associated applications, either at your premises or via a live webcast.

- BT provide support for the Standard Application Server (SAS), which hosts HuntGroup View, in addition supporting your IP Office system.

Find out more:
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