



Hunt List Configuration

A Hunt List lists a set of Line groups in a specific order. A hunt list then associates with one or more hunt pilots and determines the order in which those line groups are accessed. The order controls the progress of the search for available directory numbers for incoming calls.

A hunt list comprises a collection of directory numbers as defined by line groups. After Cisco CallManager determines a call that is to be routed through a defined hunt list, Cisco CallManager finds the first available device on the basis of the order of the line group(s) that a hunt list defines.



Note

The Group Call Pickup feature does not work with hunt lists.

A hunt list can contain only line groups. Each hunt list should have at least one line group. Each line group includes at least one directory number. A single line group can appear in multiple hunt lists.

Use the following topics to add or remove hunt lists or to add, remove, or change the order of line groups in a hunt list:

- [Finding Hunt Lists, page 37-1](#)
- [Adding a Hunt List, page 37-3](#)
- [Adding Line Groups to a Hunt List, page 37-4](#)
- [Removing Line Groups from a Hunt List, page 37-4](#)
- [Changing the Order of Line Groups in a Hunt List, page 37-5](#)
- [Deleting a Hunt List, page 37-6](#)

Finding Hunt Lists

Because you might have several hunt lists in your network, Cisco CallManager lets you use specific criteria to locate specific hunt lists. To locate hunt lists, use the following procedure.



Note

During your work in a browser session, Cisco CallManager Administration retains your hunt list search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your hunt list search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Call Routing > Route/Hunt > Hunt List**.

The Find and List Hunt Lists window displays. Use the two drop-down list boxes to search for a hunt list.

Step 2 From the first Find Hunt Lists where drop-down list box, choose one of the following criteria:

- Hunt List Name
- Description
- Pattern/Pilot Number



Note The criterion that you choose in this drop-down list box specifies how the list of hunt lists that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find Hunt Lists where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all hunt lists that are registered in the database, click **Find** without entering any search text.

A list of discovered hunt lists displays by

- Hunt list name
- Description
- Status
- Enabled



Tip To search for hunt lists within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.



Note You can delete multiple hunt lists from the Find and List Hunt Lists window by checking the check boxes next to the appropriate hunt lists and clicking **Delete Selected**. You can delete all hunt lists in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

- Step 4** Click the hunt list from the list of records that matches your search criteria. The window displays the hunt list that you choose.

Additional Information

See the [“Related Topics” section on page 37-6](#).

Adding a Hunt List

The following procedure describes how to add a hunt list.

Procedure

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Click **Add New**.
- Step 3** In the Hunt List Name field, enter a name. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each hunt list name is unique to the route plan.



Timesaver

Use concise and descriptive names for your hunt lists. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a hunt list. For example, CiscoDallasMetro identifies a hunt list for toll-free, inter-local access transport area (LATA) calls from the Cisco office in Dallas.

Cisco CallManager automatically inserts a description in the Description field. You can, however, edit this field.

- Step 4** Choose a Cisco CallManager group from the drop-down list box.



Note Hunt List registers to the first Call Manager in the Call Manager Group as primary Call Manager.



Note If you choose a Cisco CallManager group that has only one Cisco CallManager configured, you receive the following warning:

WARNING! The selected Cisco CallManager Group has only one Cisco CallManager configured. For the control process to have redundancy protection, please select a Cisco CallManager Group with more than one Cisco CallManager.

- Step 5** To add this hunt list, click **Save**.



Note A popup message reminds you that you must add at least one line group to this hunt list for it to accept calls.

The Hunt List window displays the newly added hunt list.

- Step 6** The system checks the Enable this Hunt List check box by default for the new hunt list. If you want to disable this hunt list, uncheck this check box. A popup window explains that calls in progress are not affected, but this hunt list will not accept additional calls.
- Step 7** Add at least one line group to the new hunt list. To add a line group to this list, click **Add Line Group** and perform [Step 3](#) through [Step 6](#) of the “[Adding Line Groups to a Hunt List](#)” section on [page 37-4](#).
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Additional Information

See the “[Related Topics](#)” section on [page 37-6](#).

Adding Line Groups to a Hunt List

You can add line groups to a new hunt list or to an existing hunt list. Line groups can exist in one or more hunt lists. The following procedure describes adding a line group to an existing hunt list.

Before You Begin

You must build one or more line groups and add a hunt list before performing this procedure.

Procedure

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- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Locate the hunt list to which you want to add a line group. See the “[Finding Hunt Lists](#)” section on [page 37-1](#).
- Step 3** To add a line group, click **Add Line Group**.
The Hunt List Detail Configuration window displays.
- Step 4** From the Line Group drop-down list box, choose a line group to add to the hunt list.
- Step 5** To add the line group, click **Save**.
The line group name displays in the Hunt List Details list on the left side of the window.
- Step 6** To add more line groups to this list, click **Add Line Group** and repeat [Step 3](#) through [Step 5](#).
- Step 7** When you finishing adding line groups to the hunt list, click **Save**.
- Step 8** Click **Reset** to reset the hunt list. When the popup windows display, click **OK**.
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Additional Information

See the “[Related Topics](#)” section on [page 37-6](#).

Removing Line Groups from a Hunt List

You can remove line groups from a new hunt list or from an existing hunt list. The following procedure describes removing a line group from an existing hunt list.

Procedure

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- Step 1** Choose **Call Routing > Route/Hunt > Hunt List** in the menu bar.
- Step 2** Locate the hunt list from which you want to remove a line group. See the [“Finding Hunt Lists” section on page 37-1](#).
- Step 3** From the Selected Groups list, choose a line group name.
-  **Note** To choose multiple line groups from the list, press the **Shift** key and click the desired line groups.
- Step 4** Click the down arrow below the Selected Groups list box to move the chosen line group to the Removed Groups list.
- Step 5** To remove the line group, click **Update**. If you click **OK**, when the window refreshes, the line group no longer displays in the hunt list.
- Step 6** Click **Reset** for the changes to take effect. Click **OK** in response to the popup windows.
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Additional Information

See the [“Related Topics” section on page 37-6](#).

Changing the Order of Line Groups in a Hunt List

Cisco CallManager accesses line groups in the order in which they display in the hunt list. The following procedure allows you to change the access order of line groups.

Procedure

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- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Locate the hunt list in which you want to change the order of a line group. See the [“Finding Hunt Lists” section on page 37-1](#).
- Step 3** From the Selected Groups list, choose a line group.
- Step 4** To move the line group up or down in the list, select a group, then click the up or down arrows on the right side of the list box.
- Step 5** Click **Save**.
- Step 6** Click **Reset** for the changes to take effect. Click **OK** in response to the popup windows.
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Additional Information

See the [“Related Topics” section on page 37-6](#).

Deleting a Hunt List

Cisco CallManager associates hunt lists with line groups and hunt pilots; however, deletion of line groups and hunt pilots does not occur when the hunt list is deleted. To find out which hunt pilots are using the hunt list, click the **Dependency Records** link from the Hunt List Configuration window. If dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#).

**Tip**

To delete line groups and hunt pilots, first delete the hunt pilot; second, delete the hunt list; and finally, delete the line group.

The following procedure describes how to delete a hunt list.

Procedure

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- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Locate the hunt list that you want to delete. See the [“Finding Hunt Lists” section on page 37-1](#).
- Step 3** Click **Delete**.
- A dialog box displays to warn you that you cannot undo the deletion of a hunt list.
- Step 4** To delete the hunt list, click **OK** or to cancel the action, click **Cancel**.

**Caution**

You cannot delete a hunt list if it is associated with one or more hunt pilots.

Additional Information

See the [“Related Topics” section on page 37-6](#).

Related Topics

- [Finding Hunt Lists, page 37-1](#)
- [Adding a Hunt List, page 37-3](#)
- [Adding Line Groups to a Hunt List, page 37-4](#)
- [Removing Line Groups from a Hunt List, page 37-4](#)
- [Changing the Order of Line Groups in a Hunt List, page 37-5](#)
- [Deleting a Hunt List, page 37-6](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)