CHAPTER 38

Hunt Pilot Configuration

A hunt pilot comprises a string of digits (an address) and a set of associated digit manipulations that route calls to a hunt list. Hunt pilots provide flexibility in network design. They work in conjunction with route filters and hunt lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns.

Refer to "Understanding Route Plans" in *Cisco CallManager System Guide* for more detailed hunt pilot information.

Use the following topics to add, configure, or delete a hunt pilot:

Finding a Hunt Pilot

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

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

Procedure

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

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

Step 2 From the first Find Hunt Pilots where drop-down selection box, choose Pattern, Description, or Partition.

Note The criterion that you choose in this drop-down list box specifies how the list of hunt pilots 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.

Step 3 From the second Find Hunt Pilots where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is not empty
- is empty

Step 4 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 pilots that are registered in the database, click **Find** without entering any search text.

A list of discovered hunt pilots displays by

- Hunt pilot icon
- Hunt pilot
- Partition
- Description
- Route Filter
- Hunt List

Tip To search for hunt pilots 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 pilots from the Find and List Hunt Pilots window by checking the check boxes next to the appropriate hunt pilots and clicking **Delete Selected**. You can delete all hunt pilots in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

Step 5 Click the hunt pilot from the list of records that matches your search criteria.

The window displays the hunt pilot that you choose.

Additional Information

See the "Related Topics" section on page 38-11.

Configuring a Hunt Pilot

This section describes how to configure a hunt pilot.

Before You Begin

Ensure that the following items are configured in Cisco CallManager:

- Hunt list
- Partition (unless you are using <None>)
- Route filter (unless you are using <None>)

Timesaver Assigning 8XXX to a hunt pilot causes hunting through all directory numbers 8000 to 8999. Similarly, 82XX hunts through directory numbers 8200 to 8299. See the "Special Characters and Settings" section in the *Cisco CallManager System Guide* for more information about wildcards.

Procedure

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

The Find and List Hunt Pilots window displays.

Step 2 Perform one of the following tasks:

- To copy an existing hunt pilot, locate the appropriate hunt pilot as described in "Finding a Hunt Pilot" section on page 38-1. Click the **Copy** button next to the hunt pilot that you want to copy. The window displays the copy of the hunt pilot. Change the value in the Hunt Pilot field, and continue with Step 3.
- To add a new hunt pilot, click the **Add New** button, and continue with Step 3.
- To update an existing hunt pilot, locate the appropriate hunt pilot as described in "Finding a Hunt Pilot" section on page 38-1, and continue with Step 3.

Step 3 Enter the appropriate settings as described in Table 38-1.

Step 4 Click **Save**.

Note After you choose a hunt list from the Hunt List drop-down list box, you can use the (**Edit**) link that displays next to the Hunt List field to take you to the Hunt List Configuration window for the hunt list that you choose. Use the Hunt List Configuration window to see the line group(s) that are included in that hunt list.

Additional Information

See the "Related Topics" section on page 38-11.

Deleting a Hunt Pilot

This section describes how to delete a hunt pilot.

Procedure

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

Step 2 Locate the hunt pilot that you want to delete. See the "Finding a Hunt Pilot" section on page 38-1.

Step 3 Check the check box of the hunt pilot that you want to delete and click **Delete Selected**.

A message that displays states that you cannot undo this action.

Step 4 To delete the hunt pilot, click **OK** or to cancel the deletion, click **Cancel**.

Tip You can also delete a hunt pilot by locating and displaying the hunt pilot that you want to delete and clicking **Delete**.

Additional Information

See the "Related Topics" section on page 38-11.

Hunt Pilot Configuration Settings

Table 38-1 describes the available fields in the Hunt Pilot Configuration window.

Table 38-1 Hunt Pilot Configuration Settings

Field	Description
Pattern Definition	
Hunt Pilot	Enter the hunt pilot, including numbers and wildcards (do not use spaces); for example, for NANP, enter 9.@ for typical local access, or 8XXX for a typical private network numbering plan. The uppercase characters A, B, C, and D are valid characters. **Note** Ensure that the directory hunt pilot, which uses the chosen partition, route filter, and numbering plan combination, is unique. Check the hunt pilot, translation pattern, directory number, call park number, call pickup number, message waiting on/off, or meet me number if you receive an error that indicates duplicate entries. You can also check the route plan report. • See the "Wildcards and Special Characters in Route Patterns and Hunt Pilots" section in the *Cisco CallManager System Guide* for more information about wildcards.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Partition	If you want to use a partition to restrict access to the hunt pilot, choose the desired partition from the drop-down list box. If you do not want to restrict access to the hunt pilot, choose <*None*> for the partition. See the "Partition Configuration" section on page 42-1 for more information on how to use partitions. You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more than 250 partitions are specified by using the Max List Box Items enterprise parameter, the ellipsis button (**...**) displays next to the drop-down list box. Click the **...** button to display the Select Partition window. Enter a partial partition name in the **List items where Name contains** field. Click the desired partition name in the list of partitions that display in the **Select item to use** box and click **OK**. **Note** To set the maximum list box items, choose **System > Enterprise Parameters** and choose **CCMAdmin Parameters**. **Note** Make sure that the combination of hunt pilot, route filter, and partition is unique within the Cisco CallManager cluster.
Description	Enter a description of the hunt pilot.
Numbering Plan	Choose a numbering plan.
Route Filter	If your hunt pilot includes the @ wildcard, you may choose a route filter. The optional act of choosing a route filter restricts certain number patterns. The route filters that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box. If more than 250 route filters exist, the ellipsis button (**...**) displays next to the drop-down list box. Click the **...** button to display the Select Route Filters window. Enter a partial route filter name in the **List items where Name contains** field. Click the desired route filter name in the list of route filters that displays in the **Select item to use** box and click **OK**. **Note** To set the maximum list box items, choose **System > Enterprise Parameters** and choose **CCMAdmin Parameters**.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
MLPP Precedence	Choose an MLPP precedence setting for this hunt pilot from the drop-down list box: • Executive Override—Highest precedence setting for MLPP calls. • Flash Override—Second highest precedence setting for MLPP calls. • Flash—Third highest precedence setting for MLPP calls. • Immediate—Fourth highest precedence setting for MLPP calls. • Priority—Fifth highest precedence setting for MLPP calls. • Routine—Lowest precedence setting for MLPP calls. • Default—Does not override the incoming precedence level but rather lets it pass unchanged. **Note** Refer to the "Precedence" section in the "Multilevel Precedence and Preemption" chapter of the *Cisco CallManager Features and Services Guide* for more information.
Hunt List	Choose the hunt list for which you are adding a hunt pilot from the drop-down list box.
Route Option	The Route Option designation indicates whether you want this hunt pilot to be used for routing calls (such as 9.@ or 8[2-9]XX) or for blocking calls. Choose the Route this pattern or Block this pattern radio button. If you choose the Block this pattern radio button, you must choose the reason for which you want this hunt pilot to block calls. Choose a value from the drop-down list box: • No Error • Unallocated Number • Call Rejected • Number Changed • Invalid Number Format • Precedence Level Exceeded
Provide Outside Dial Tone	Outside Dial Tone indicates that Cisco CallManager routes the calls off the local network. Check this check box for each hunt pilot that routes the call off the local network and provides outside dial tone to the calling device. To route the call in the network, leave the check box unchecked.
Urgent Priority	If the dial plan contains overlapping hunt lists, Cisco CallManager would not route the call until the interdigit timer expires (even if it is possible to dial a sequence of digits to choose a current match). Check this check box to interrupt interdigit timing when Cisco CallManager must route a call immediately.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Hunt Forward Settings	
Forward Hunt No Answer	When the call distributed through the hunt list is not answered in a specific period of time, this field specifies the destination to forward the call. Choose from the following options: • Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. The CFNC setting specifies a call forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number's Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding. **Note** When this check box is checked, Cisco CallManager ignores the settings in the Destination box and Calling Search Space. • Destination—This setting indicates the directory number to which calls are forwarded. • Calling Search Space—This setting applies to all devices that are using this directory number.
Forward Hunt Busy	When the call distributed through the hunt list is busy in a specific period of time, this field specifies the destination to forward the call. Choose from the following options: • Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. The CFNC setting specifies a call forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number's Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding. **Note** When this check box is checked, Cisco CallManager ignores the settings in the Destination box and Calling Search Space. • Destination—This setting indicates the directory number to which calls are forwarded. • Calling Search Space—This setting applies to all devices that are using this directory number.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Maximum Hunt Timer	Enter a value (in seconds) that specifies the maximum time for hunting. Valid values specify 1 to 3600. The default value specifies 1800 seconds (30 minutes). This timer cancels if either a hunt member answers the call or if the hunt list gets exhausted before the timer expires. If you do not specify a value for this timer, hunting continues until a hunt member answers or hunting exhausts. If neither event takes place, hunting continues for 30 minutes, after which the call gets taken for final treatment. **Note** If hunting exceeds the number of hops that the Forward Maximum Hop Count service parameter specifies, hunting expires before the 30-minute maximum hunt timer value and the caller receives a reorder tone.
Calling Party Transformations	
Use Calling Party's External Phone Number Mask	Check the check box if you want the full, external phone number to be used for calling line identification (CLID) on outgoing calls. You may also configure an External Phone Number Mask on all phone devices. **Note** The calling party transformation settings that are assigned to the line groups in a hunt list override any calling party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.
Calling Party Transform Mask	Enter a transformation mask value. Valid entries for the NANP include the digits 0 through 9, the wildcard character X, asterisk (*), and octothorpe (#); the uppercase characters A, B, C, and D; and blank. If this field is blank and the preceding field is not checked, no calling party transformation takes place. See the "Calling Party Number Transformations Settings" section in the *Cisco CallManager System Guide* for more information.
Prefix Digits (Outgoing Calls)	Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries for the NANP include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the uppercase characters A, B, C, and D; and blank. **Note** The appended prefix digit does not affect which directory numbers route to the assigned device.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Calling Line ID Presentation	Cisco CallManager uses calling line ID presentation (CLIP/CLIR) as a supplementary service to allow or restrict the originating caller's phone number on a call-by-call basis. Choose whether you want the Cisco CallManager to allow or restrict the display of the calling party's phone number on the called party's phone display for this hunt pilot. Choose *Default* if you do not want to change calling line ID presentation. Choose *Allowed* if you want Cisco CallManager to allow the display of the calling number. Choose *Restricted* if you want Cisco CallManager to block the display of the calling number. For more information about this field, see Table 17-6 in the "Calling Party Number Transformations Settings" section in the *Cisco CallManager System Guide*.
Calling Name Presentation	Cisco CallManager uses calling name presentation (CNIP/CNIR) as a supplementary service to allow or restrict the originating caller's name on a call-by-call basis. Choose whether you want the Cisco CallManager to allow or restrict the display of the calling party's name on the called party's phone display for this hunt pilot. Choose *Default* if you do not want to change calling name presentation. Choose *Allowed* if you want Cisco CallManager to display the calling name information. Choose *Restricted* if you want Cisco CallManager to block the display of the calling name information. For more information about this field, see Table 17-6 in the "Calling Party Number Transformations Settings" section in the *Cisco CallManager System Guide*.
Connected Party Transformations	
Connected Line ID Presentation	Cisco CallManager uses connected line ID presentation (COLP/COLR) as a supplementary service to allow or restrict the called party's phone number on a call-by-call basis. Choose whether you want Cisco CallManager to allow or restrict the display of the connected party's phone number on the calling party's phone display for this hunt pilot. Choose *Default* if you do not want to change the connected line ID presentation. Choose *Allowed* if you want to display the connected party's phone number. Choose *Restricted* if you want Cisco CallManager to block the display of the connected party's phone number. For more information about this field, see Table 17-9 in the "Connected Party Presentation and Restriction Settings" section in the *Cisco CallManager System Guide*.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Connected Name Presentation	Cisco CallManager uses connected name presentation (CONP/CONR) as a supplementary service to allow or restrict the called party's name on a call-by-call basis. Choose whether you want Cisco CallManager to allow or restrict the display of the connected party's name on the calling party's phone display for this hunt pilot. Choose *Default* if you do not want to change the connected name presentation. Choose *Allowed* if you want to display the connected party's name. Choose *Restricted* if you want Cisco CallManager to block the display of the connected party's name. For more information about this field, see Table 17-9 in the "Connected Party Presentation and Restriction Settings" section in the *Cisco CallManager System Guide*.
Called Party Transformations	
Discard Digits	From the Discard Digits drop-down list box, choose the discard digits instructions that you want to associate with this hunt pilot. The discard digits that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box. See the "Discard Digits Instructions" section in the *Cisco CallManager System Guide* more information on discard instructions for the North American Numbering Plan. **Note** The called party transformation settings that are assigned to the line groups in a hunt list override any called party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.
Called Party Transform Mask	Enter a transformation mask value. Valid entries for the NANP include the digits 0 through 9; the wildcard characters X, asterisk (*), and octothorpe (#); the uppercase characters A, B, C, and D; and blank. If the field is blank, no transformation takes place. Cisco CallManager sends the dialed digits exactly as dialed.
Prefix Digits (Outgoing Calls)	Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries for the NANP include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the uppercase characters A, B, C, and D; and blank. **Note** The appended prefix digit does not affect which directory numbers route to the assigned device.

Table 38-1 Hunt Pilot Configuration Settings (continued)

Field	Description
AAR Group Settings	
AAR Group	Choose an Automated Alternate Routing (AAR) group from the drop-down list box. **Note** You can enable AAR for this hunt pilot only if all members of the line group are in the same location.
External Number Mask	Enter an external number mask value for the hunt pilot. Cisco CallManager uses this mask to format calling line identification for external (outbound) calls. When AAR initiates a reroute, the system applies this external number mask to the hunt pilot number to form a fully qualified DN of the called party, which allows AAR to reroute properly in out-of-bandwidth conditions.

Additional Information

See the "Related Topics" section on page 38-11.

Related Topics

- Finding a Hunt Pilot, page 38-1
- Configuring a Hunt Pilot, page 38-3
- Deleting a Hunt Pilot, page 38-4
- Hunt Pilot Configuration Settings, page 38-4
- Understanding Route Plans, *Cisco CallManager System Guide*
- Wildcards and Special Characters in Route Patterns and Hunt Pilots, *Cisco CallManager System Guide*
- Configuring a Route Filter, page 32-3