

# Groups



Groups are designed to associate entities together for the purpose of receiving calls. A group can be made up of:

- Users - Individual users setup within the account
- Devices - A selected device can form part of a chain to call
- Groups - You can assign existing groups to another group
- External Numbers - Outbound calls can be made. The caller will receive notification they are set to receive a forwarded call

Groups contain the following attributes:

- Unlike a user, there are no additional costs associated with a group.
- Each group has its own extension number. If dialled internally the associated users devices will ring as per the rules set.
- An address book is created for each group as a shared pool of contacts that group may wish to reference or share between their users.
- Call management facilities allow you to access group related call records, statistics, and heatmaps.

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## Adding Assets to a Group

Edit a group and choose the 'settings' icon. From here you can select an asset category (eg users / devices etc) and from here you can 'add' them into your group. To save, select 'Update Group'.

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## Call Routing Strategy

There are 2 options available for call handling:

### **Single**

This is where each phone rings individually. If you select the option then beside each of associated group assets, will be the option to select a ring pattern / distribution. You may choose to prioritise certain phones to ring first before others start to ring, as an example. Simply drag the distribution

marks to indicate your ring strategy (shown in seconds).

### **Simultaneous**

When selected, all users will have their devices ring when an incoming call is received. As soon as one user in the group picks up the call, the other devices will stop ringing.

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Revision #1

Created 22 May 2025 13:47:34 by Jack Acres

Updated 22 May 2025 13:47:55 by Jack Acres