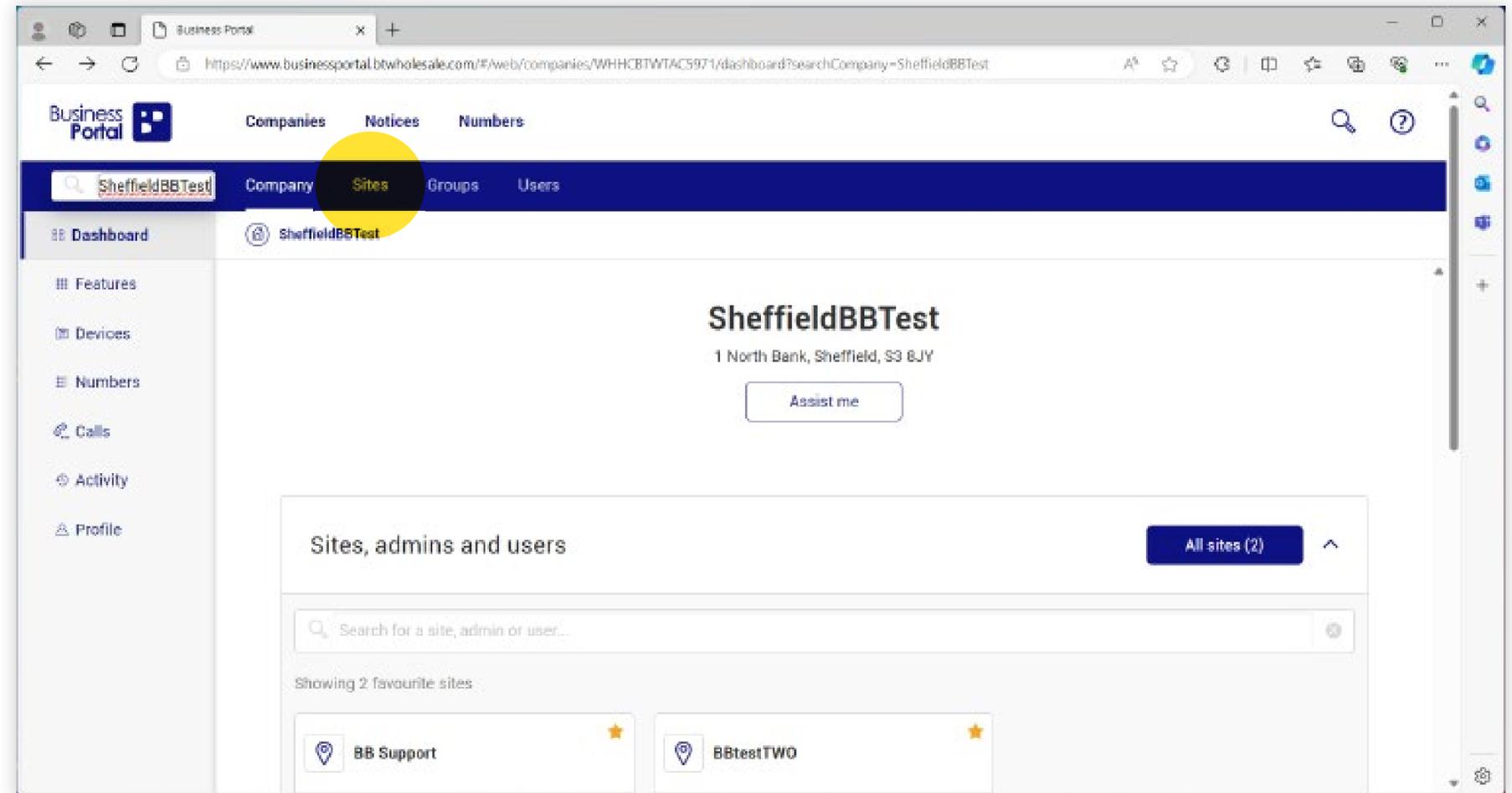


Onebill. CloudVoice

How to add a divert (site level)

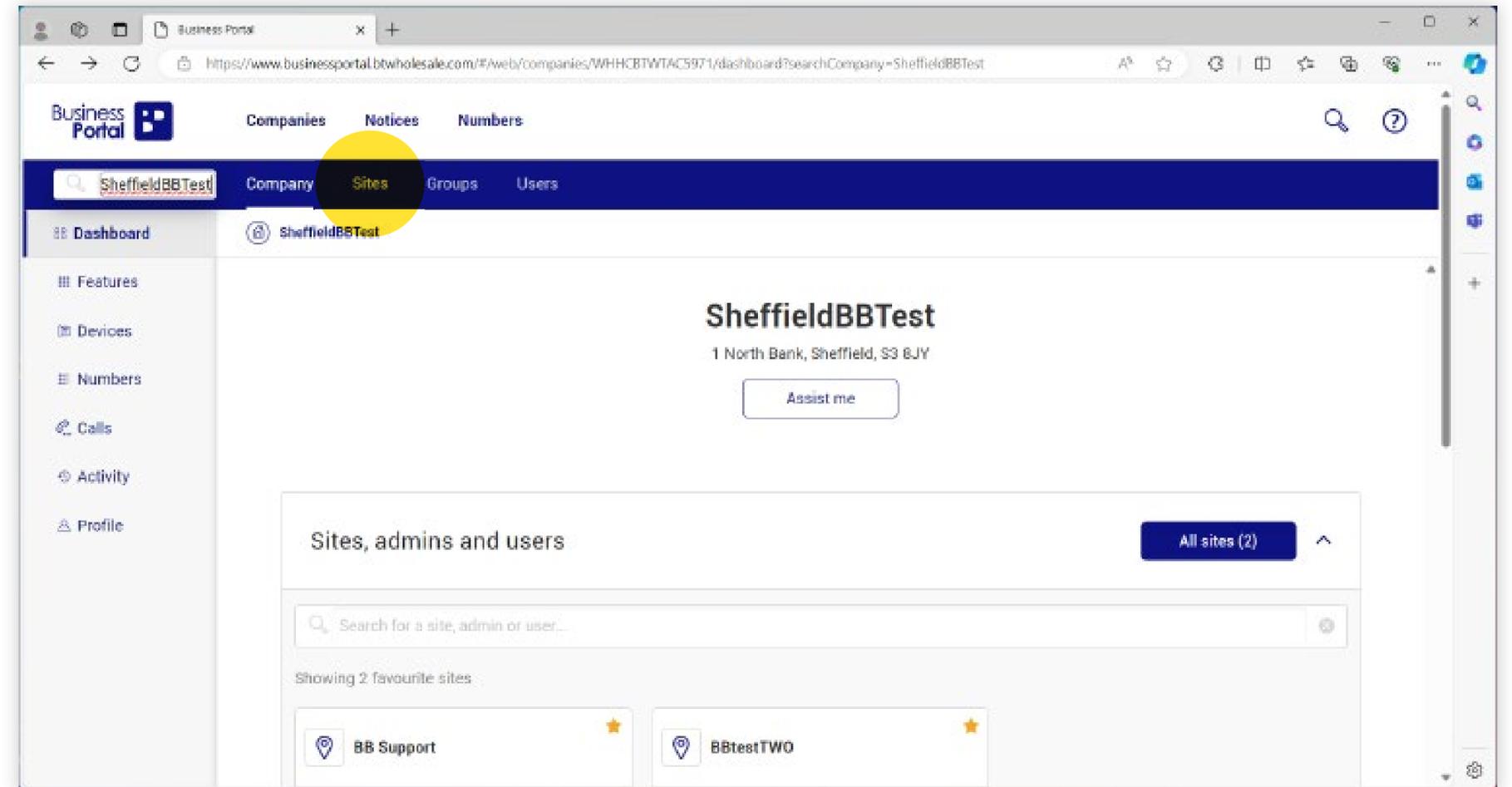
How to add a divert (site level)

- You will manage your site level divert using the Business Portal.
- Prior to your go-live date, you will receive an email with your login details for the Business Portal.
- To set up a site level call divert, you will need admin access to the Business Portal. Please contact our support team to request admin access.



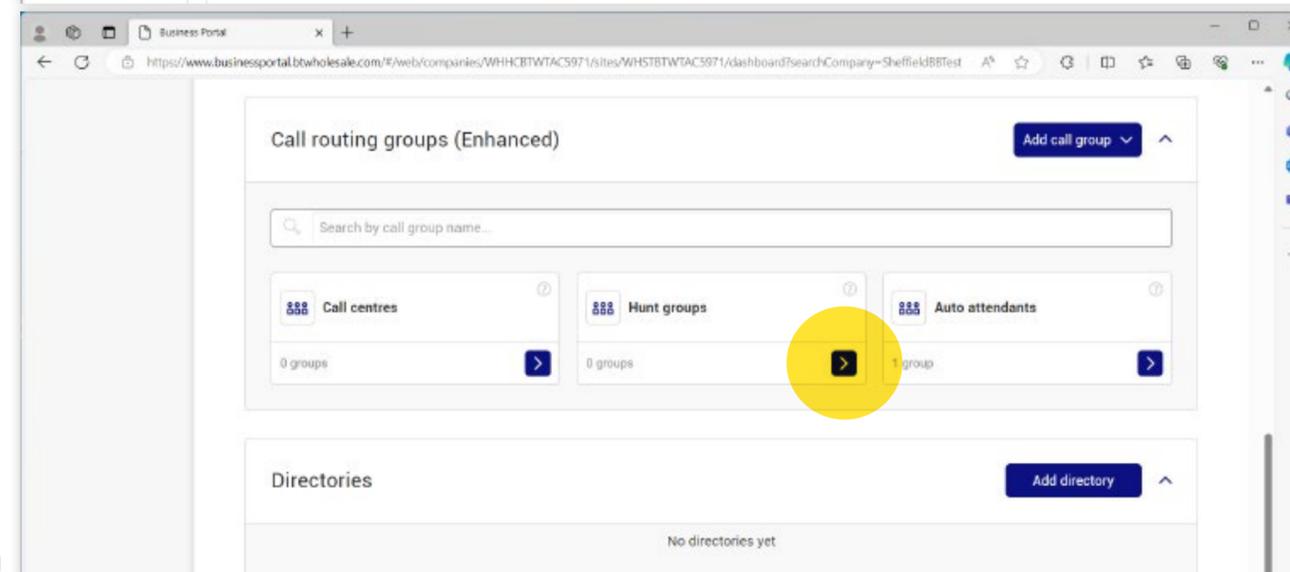
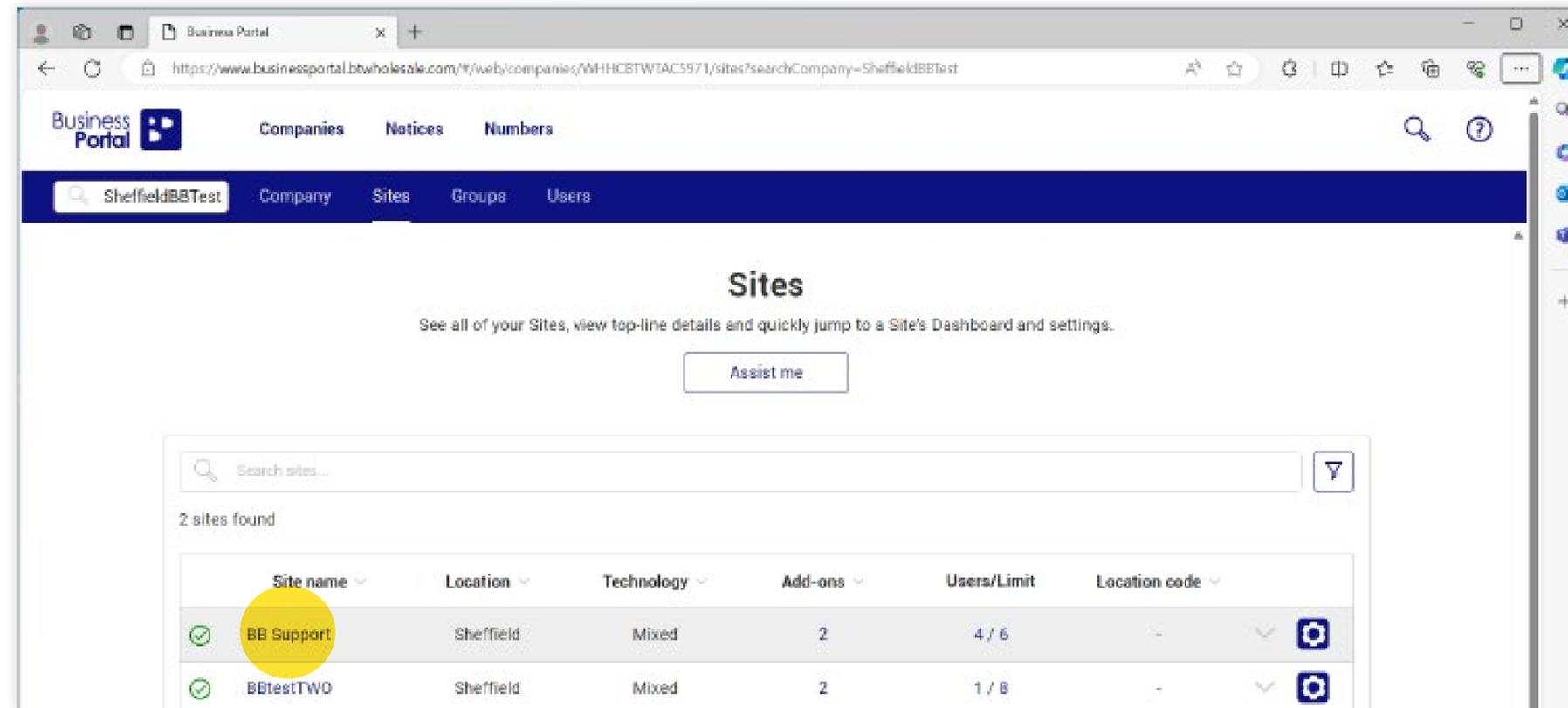
How to add a divert (site level)

- Once you log in, navigate to your company dashboard and find the **'Sites'** section, as highlighted.



How to add a divert (site level)

- The next step is to select the site name.
- Scroll down and click the small arrow on 'Hunt Groups'.



How to add a divert (site level)

- Click the **'Hunt Group'** name.

A 'hunt group' enables you to choose how your incoming calls are distributed.

For example, calls can be directed to the first available user or the one who has been idle the longest.

Business Portal

https://www.businessportal.btwholesale.com/#/web/companies/WHHCBWTAC5971/sites/WH5TBTWTAC5971/features/huntGroup?searchCompany=Sheffi...

SheffieldBBTest Company Sites Groups Users

Dashboard BB Support > Features

Hunt groups

Distribute your calls by 'hunting' for an available User based on the rules you set up.

[Assist me](#)

When a call is received to a hunt group, the call will get routed to the assigned users according to the hunt group distribution policy and other applied settings.

Hunt groups

[Add Hunt Group](#)

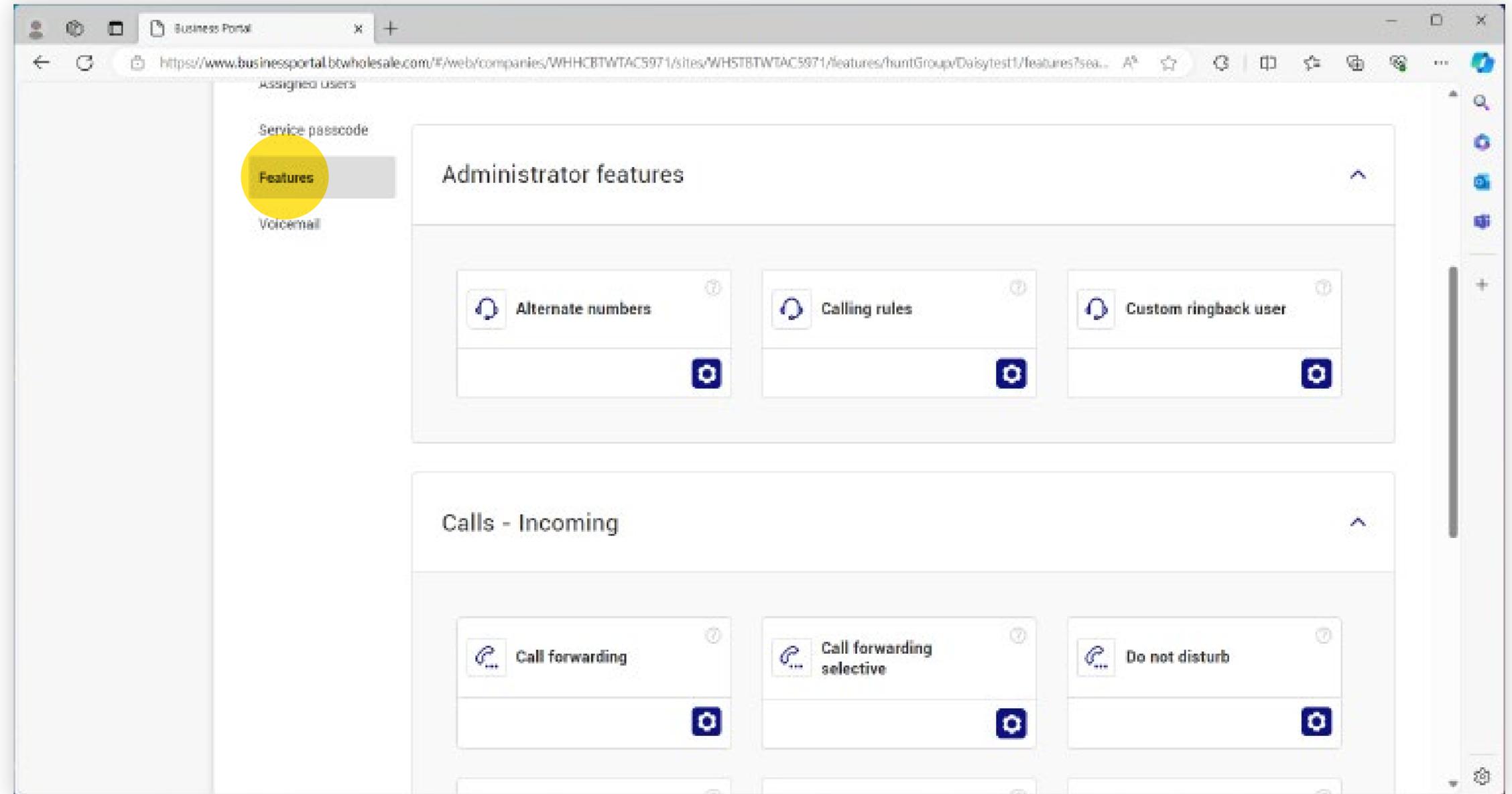
1 Hunt group found.

Status	Name	Number	Feature pack
<input checked="" type="checkbox"/>	Daisy test1	0114 322 4452	Plus

[Cookies](#) [Sitemap](#) Version: 145.0.11

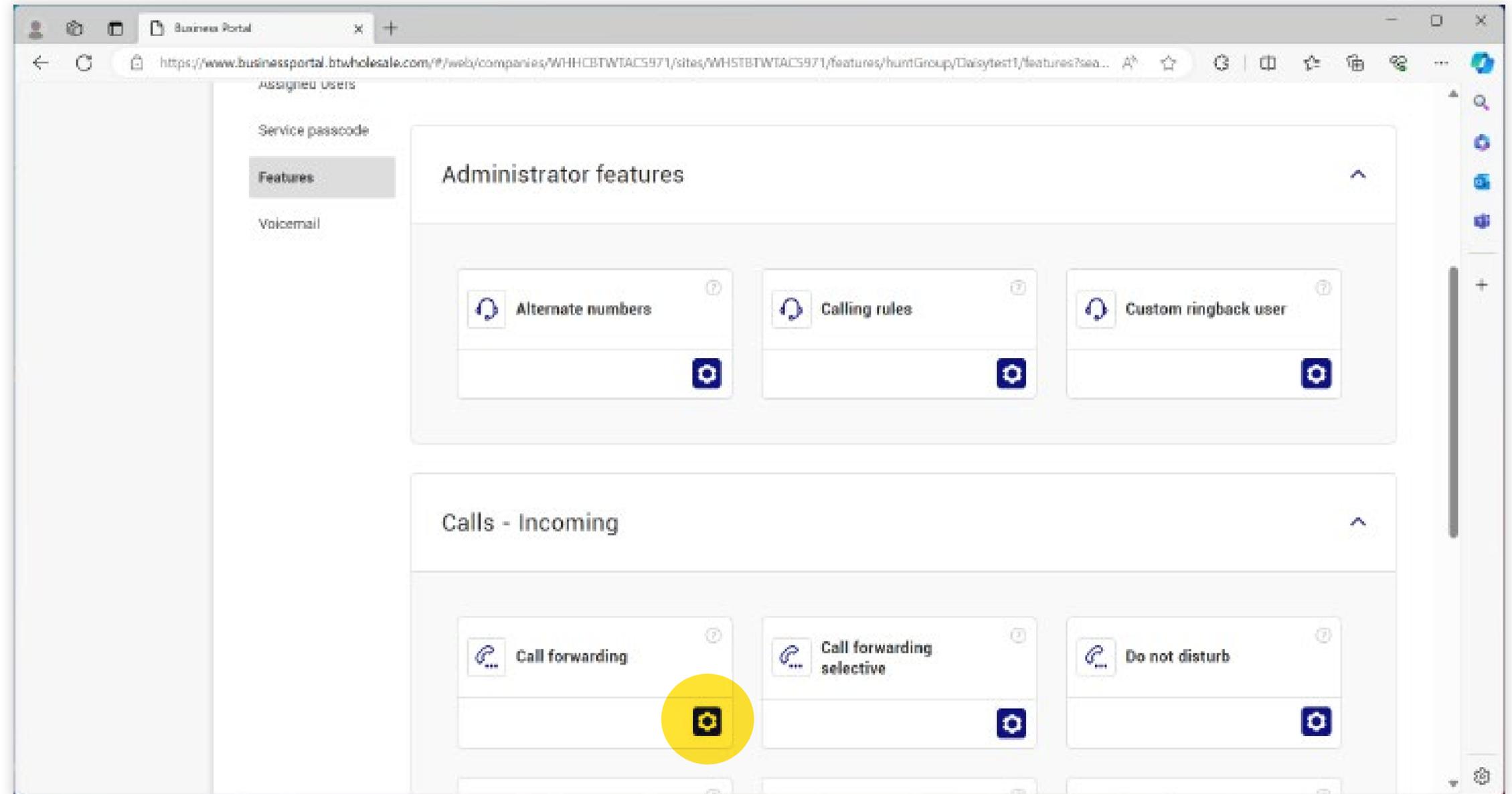
How to add a divert (site level)

- You will then see the hunt group page displayed - click **'Features'**.



How to add a divert (site level)

- Scroll down the page, until you reach '**Call forwarding**'.
- Select the '**Call forwarding**' cog.



How to add a divert (site level)

- Check the box that says, **‘Forward all calls is off’**.
- Enter the number you want to divert your calls to, and **‘Save’** by clicking the button below.
- To remove the call divert, check the box labelled **‘Forward all calls is ON’** and press **‘Save’** by clicking the button below.

The screenshot displays the Business Portal interface for managing call forwarding. The main content area is titled "Call forwarding" and includes a "Forward all calls is ON" checkbox, which is checked and highlighted with a yellow circle. Below this checkbox, there is a "Number" input field, also highlighted with a yellow circle. The "Save" button at the bottom right is highlighted with a yellow circle. The interface also shows a "Reset to default" button and a "Play ring reminder" option. The background is dimmed, and a "Manage number to always forward calls to" modal is visible on the right side.

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