Cisco Hunt Group Calls Monitoring

Starting from 2021.Winter.1 Imagicle UC Suite release, Call Analytics application can document incoming calls hitting Cisco Hunt Groups and handled by relevant Group members.

All Hunt Groups-related calls are imported by Call Analytics, even if there are no Imagicle Users associated to Hunt Groups pilots and Hunt Groups members. Nevertheless, Imagicle strongly suggests to add relevant DNs in UC Suite's Users database, in order to associate each DN to a name, department and any other useful particular to better identify named users and HG service name.

If named users are added in a later time, you must execute a call recalculation from Call Analytics' Administrative Pages, to associate previous calls to relevant name, dept, etc..

Any **answered** call hitting a HG is assigned to relevant HG member*****. **Unanswered** calls are assigned to relevant HG pilot, without supplying any information about operator(s) who did not answer the call.

Note: *as per Cisco documentation, when complex call flows are involved, the relevant HG member could not be determined, in this case the call result as answered by the relevant HG pilot and the HG member info is missing.

Hunt groups analysis can't supply information about the distribution algorithm configured in each HG, because this data is not included in Cisco CDRs collected from CUCM.

Additional CUCM configuration

In order to properly collect Hunt Groups related information, the following configurations has to be applied on Cisco UCM "service Parameters":

- *Show Line Group Member DN in finalCalledPartyNumber CDR Field* = **TRUE**
- *Show Line Group Member Non Masked DN in finalCalledPartyNumber CDR Field* = **TRUE**

If first parameter is left with default "false" value, all calls are assigned to hunt group pilot. The second parameter should be set to "True", otherwise calls to agents are documented with PSTN number, instead of internal DN.

Above parameters apply only to basic calls that are routed through a hunt list without feature interaction such as transfer, conference, call park, and so on. If a feature is involved in the call (complex call flow like UCCX transfer), call will be assigned to the hunt pilot DN regardless of the setting in this parameter. These parameters do not apply to Cisco Unified Communications Manager Attendant Console, where you can leave both of them to "False".

Hunt Group Calls Licensing

Cisco Hunt Groups usage is normally dedicated to small/medium companies who don't want to invest for a proper call queuing and distribution application, but still they want to monitor the traffic hitting those answering groups.

To allow an extra cost savings on Hunt Group calls monitoring and reporting, Imagicle Call Analytics enables this feature by just purchasing a Call Analytics license covering all CUCM users. Once the license is activated on Imagicle UC Suite, all Hunt Groups and relevant members calls are imported and documented through specific Hunt Group reports. All involved HG pilot numbers and HG members DNs appear in HG reports in anonymous format, unless the Administrator populates UC Suite's Users database with named HG member users and HG pilots, unchecking "Enable billing for first extension number" flag.

Generic Reports including HG data

All Imagicle Call Analytics reports are HG-enabled. Some of them, including a field chooser, can actually display HG pilots and HG members straight into their layout, like below "Call List" report sample:

You can also apply custom filters, based on HG pilots and members, like below sample:

Specific Hunt Group Analysis Reports

To facilitate administrators who need to dig deeper into Hunt Groups traffic and operators' performances statistics, Imagicle provides a specific report category for this purpose, called "**12-Hunt Group Analysis**". Within this report category, you can find four HG-dedicated reports:
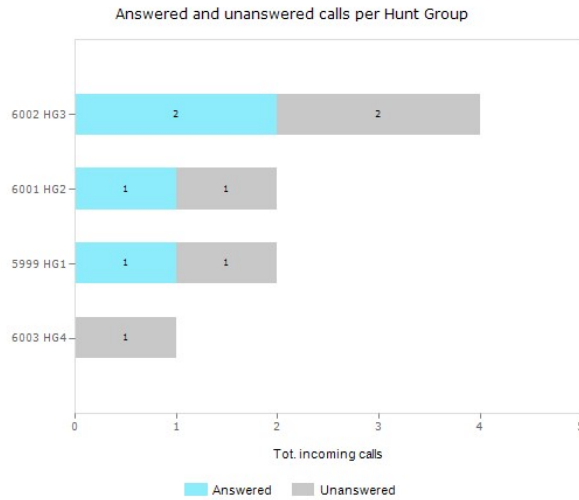

Hunt Group Summary

Hunt Group Summary
From 9/27/2020 to 11/25/2020

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Hunt Group with the fewest missed calls (2/4)	Hunt Group with the lowest average waiting time (00:00:09)	Hunt Group with the most missed calls (1/1)	Hunt Group with the greatest average waiting time (00:00:12)
6002 HG3	**6002** HG3	**6003** HG4	**6003** HG4

Answered and unanswered calls per Hunt Group

6002 HG3	2 (Answered) 2 (Unanswered)
6001 HG2	1 (Answered) 1 (Unanswered)
5999 HG1	1 (Answered) 1 (Unanswered)
6003 HG4	1 (Unanswered)

Tot. incoming calls

■ Answered ■ Unanswered

Average waiting time per Hunt Group

6003 HG4	00:00:12
6002 HG3	00:00:09
6001 HG2	00:00:09
5999 HG1	00:00:09

Avg. ring time

Hunt Group Summary
From 1/1/2021 to 12/31/2021, Hunt Group Pilot = 2090, Hunt Group Name Starts with Sales

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Hunt Group	Tot. incoming calls	Answered calls	Unanswered calls	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
2090 Sales Department	15	5	10	0	00:00:18	00:02:57	00:00:35

N.	Date	Calling number	Extension	Status	Missed attempts *	Ring Time	Duration
1	11/10/2021 19:17:34	755	-	Unansw.	0	00:00:39	00:00:00
2	11/10/2021 19:16:51	755	-	Unansw.	0	00:00:08	00:00:00
3	6/17/2021 02:00:00	00971555729856	-	Unansw.	0	00:02:01	00:00:00
4	6/17/2021 02:00:00	3383577574	735 (Rivaben Andrea)	Answ.	0	00:00:03	00:01:55
5	6/17/2021 02:00:00	3783020884	-	Unansw.	0	00:00:08	00:00:00
6	6/17/2021 02:00:00	3383577574	-	Unansw.	0	00:00:01	00:00:00
7	6/17/2021 02:00:00	3383577574	-	Unansw.	0	00:00:13	00:00:00
8	6/17/2021 02:00:00	3383577574	760 (Boscolo Nicola)	Answ.	0	00:00:02	00:00:11
9	6/17/2021 02:00:00	0584943232	-	Unansw.	0	00:00:01	00:00:00
10	6/17/2021 02:00:00	3783051025	758 (Lorenzin Gianluca)	Answ.	0	00:00:03	00:00:37
11	6/17/2021 02:00:00	3383577574	735 (Rivaben Andrea)	Answ.	0	00:00:08	00:00:04
12	6/17/2021 02:00:00	0584943232	760 (Boscolo Nicola)	Answ.	0	00:00:14	00:00:10
13	6/17/2021 02:00:00	3383577574	-	Unansw.	0	00:00:00	00:00:00
14	6/17/2021 02:00:00	3783051025	-	Unansw.	0	00:00:01	00:00:00
15	6/17/2021 02:00:00	3783020884	-	Unansw.	0	00:00:46	00:00:00
Total	**15**			**0**	**00:00:17**	**00:02:57**	**00:00:35**

(*) The missed attempts are the number of times the call has been offered to an operator who did not answer. This value is not available on Cisco UCM.

(**) The average ring time is calculated on the total number of calls (answered and unanswered).

(***) The average duration is calculated considering only the answered calls. The final duration average is calculated on all available duration values for each Hunt Group.

Call dates and times are displayed in the timezone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
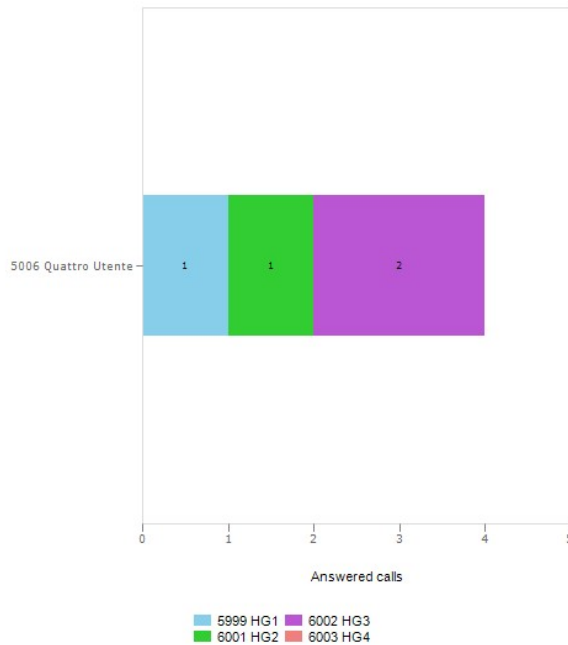
Please consider that "Missed Attempts" field (number of times the call has been offered to the operator) is not populated for CUCM HGs.
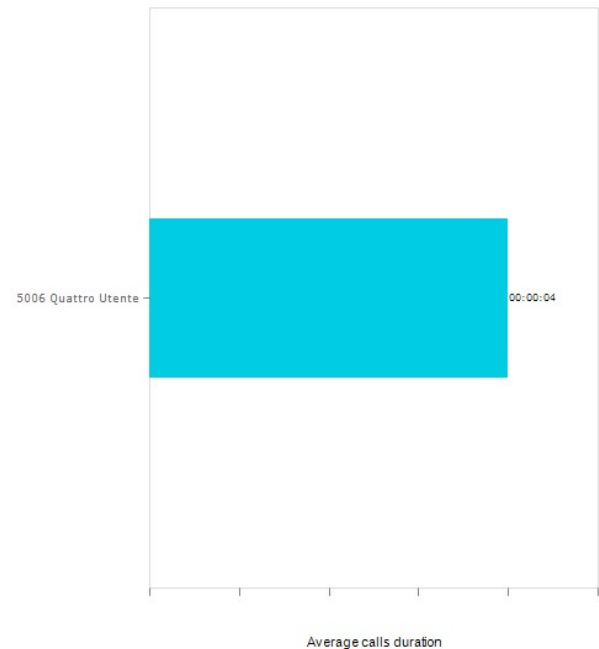
Hunt Group by Extension

Hunt Group by Extensions
From 9/27/2020 to 11/25/2020

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Answered calls volume and breakdown on Hunt Groups

Average conversation time

5006 Quattro Utente — | 1 | 1 | 2 |

Answered calls

5006 Quattro Utente — 00:00:04

Average calls duration

■ 5999 HG1 ■ 6002 HG3
■ 6001 HG2 ■ 6003 HG4

Hunt Group by Extensions
From 1/1/2021 to 12/31/2021

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The charts contain a maximum of 20 entries

Hunt Group	Tot. incoming calls	Answered calls	Unanswered calls	Avg. ring time **	Tot. duration	Avg. duration ***
2001 Test Hunt group	6	0	6	00:00:00	00:00:00	00:00:00
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
2090	4	0	4	00:00:03	00:00:00	00:00:00
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
2090 Sales Department	24	10	14	00:00:17	00:04:04	00:00:24
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
735 Rivaben Andrea		5	0	00:00:27	00:02:17	00:00:27
758 Lorenzin Gianluca		3	0	00:00:07	00:01:26	00:00:29
760 Boscolo Nicola		2	0	00:00:08	00:00:21	00:00:10
2095 Support Department	11	4	7	00:00:07	00:02:11	00:00:33
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
407 Damien Fabien		1	0	00:00:03	00:00:54	00:00:54
731 Sonnino Andrea		2	0	00:00:09	00:00:25	00:00:12
760 Boscolo Nicola		1	0	00:00:09	00:00:52	00:00:52
510 Support Hunt Group	1	1	0	00:00:00	00:01:03	00:01:03
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
Total	46	15	31	00:00:11	00:07:18	00:00:29

(*) The missed attempts are the number of times the call has been offered to an operator who did not answer. This value is not available on Cisco UCM.

(**) The average ring time is calculated on the total number of calls (answered and unanswered).

(***) The average duration is calculated considering only the answered calls. The final duration average is calculated on all available duration values for each Hunt Group.

Call dates and times are displayed in the timezone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Please consider that "Missed Attempts" field (number of times the call has been offered to the operator) is not populated for CUCM HGs.

Hunt Group Busy Hours

Hunt Group Busy Hours
From 11/1/2020 to 11/1/2020

Answered calls / hours

Unanswered calls / hours

Data shown use the Server time zone.
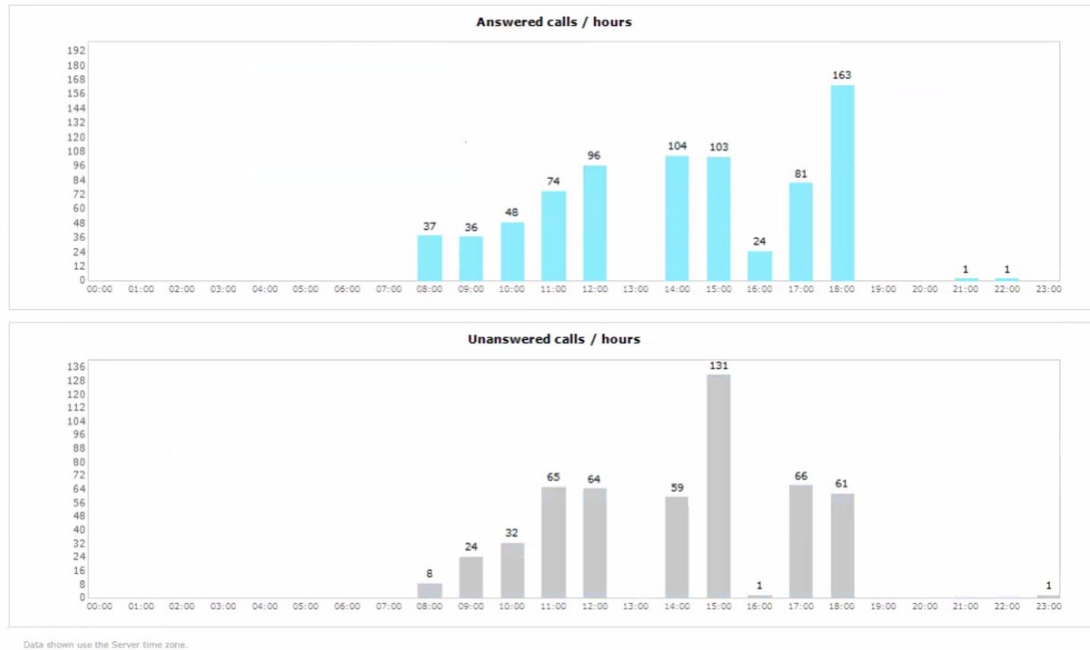
Hunt Group Calls Details

Hunt Group Calls Details
From 1/1/2020 to 11/25/2020

Nr.	Date	Number	Hunt Group Pilot	Hunt Group Name	Extension	Extension name	Status	Ring Time	Duration	Type
1	10/20/2020 08:23:55 1030	5999	HG1				Unansw.	00:00:12	00:00:00	Inc.
2	10/20/2020 08:23:55 1030	6001	HG2				Unansw.	00:00:12	00:00:00	Inc.
3	10/20/2020 08:23:55 1031	6002	HG3				Unansw.	00:00:12	00:00:00	Inc.
4	10/20/2020 08:23:55 1030	6002	HG3				Unansw.	00:00:12	00:00:00	Inc.
5	10/20/2020 08:23:55 1031.IP_Phones	6003	HG4				Unansw.	00:00:12	00:00:00	Inc.
6	10/20/2020 08:18:45 1030	5999	HG1	5006	Quattro Utente	Answ.	00:00:06	00:00:04	Inc.
7	10/20/2020 08:18:45 1030	6001	HG2	5006	Quattro Utente	Answ.	00:00:06	00:00:04	Inc.
8	10/20/2020 08:18:45 1031	6002	HG3	5006	Quattro Utente	Answ.	00:00:06	00:00:04	Inc.
9	10/20/2020 08:18:45 1030	6002	HG3	5006	Quattro Utente	Answ.	00:00:06	00:00:04	Inc.