A long-exposure night photograph of a modern, curved building with a glass facade, illuminated with blue and white lights. The image is filled with horizontal light trails from moving vehicles, creating a sense of motion and speed. The building's architecture is futuristic, with a series of curved, overlapping sections.

Gear up your PBX

Cut Costs, Boost Profits

Version 20160226

Ring Groups



Goal of this Module

- Fully Leverage Ring Group Calls
 - Ringing Strategies
 - Ring Group Options
- Using Paging Groups
 - Alert Paging Group
 - Multicast Paging Group

Concept: Ring Group

- Merges Multiple Extension Numbers into one single number
- 2 Ringing Strategies
 - Ring All
 - Prioritized Hunt



Creating a Ring Group

- Management Console → Ring Groups → **Add Ring Group**
- Ring Group Name → Seen On Agents Display

General

Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.

Name

Virtual Extension Number

Ring Strategy

Ring Time (Seconds)

Concept: Group Members

- Answer Ring Group Calls
- One Call per Member
 - If Busy No Retargeting
 - Use Queues
- Part of Multiple Ring Groups

Ring Group - Members

- **General** tab
 - **Add** Agent
 - Member Order Influences Prioritized Hunt Ringing Strategy

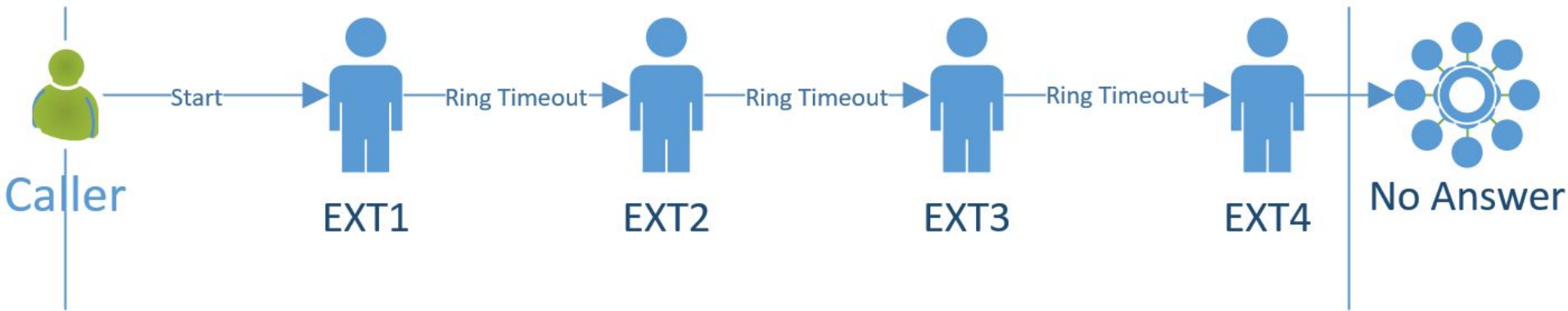
Group Members

+ Add **✕ Delete** **↑ Move Up** **↓ Move Down**

Extension	First Name	First Name	
106			✕
105			✕
104			✕

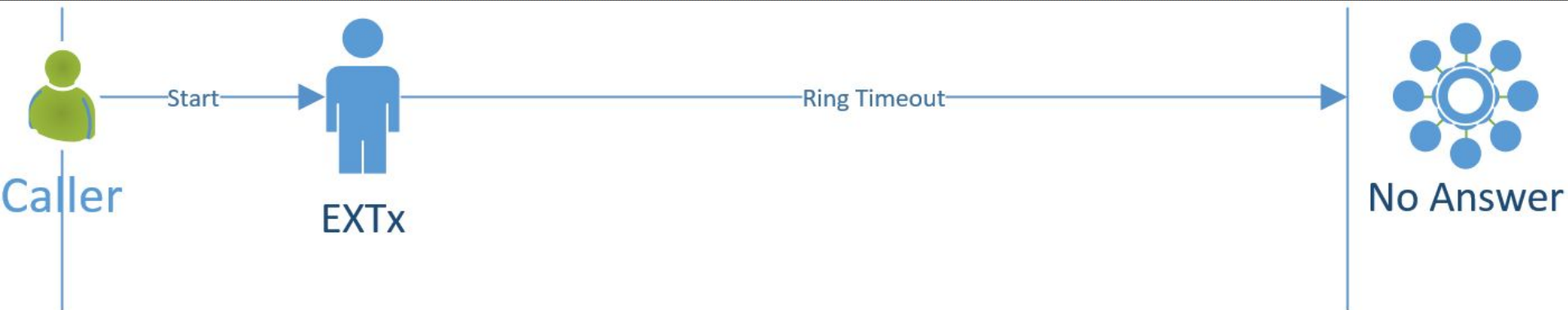
Ringing Strategy - Prioritized Hunt

- Prioritized Hunt
 - Always rings **first available Member** in the list first
 - Next **available** Member in the list after Ring Time
 - Skips Busy Members



Ringing Strategy - Ring All

- Ring All
 - Rings all available Agents **simultaneously** for Ring Time
 - First one that answers takes the call



Ring Group Options

- Destination if No Answer
 - Caller is transferred to a preconfigured destination
 - When:
 - Ring All specific → Ring Time is reached
 - Prioritized Hunt specific → Iterated through all **available** Members without answer
 - General Reasons
 - All Members are **busy** (does not queue)
 - No Member **registered**

Destination if no answer
End Call
End Call
Connect to Extention
Voicemail box for Extension
Connect to Digital Receptionist
Connect to Queue / Ring Group
Forward to Outside Number

Ring Group - Missed Call Handling

- Depends on Ringing Strategy
 - Ring All
 - Destination if No Answer
 - All Notified
 - Member Answers
 - No one Notified
 - Prioritized Hunt
 - Destination if No Answer
 - All Notified
 - Member Answers
 - Previous Polled Members Notified

Ring Group - Dropped Call Handling

- Depends on Ringing Strategy
 - Caller Drops Call
 - Ring All
 - All Notified
 - Prioritized Hunt
 - Polled Members Notified

Concept: Paging Groups

- Merges Multiple Extension Number
- Into One Single Number
- Calling the Paging Group
 - All Member Extensions **auto-answer**
 - **One-way** audio from Caller to Members
- 2 Types of Paging Groups
 - Alert
 - Multicast

Paging: Alert or Multicast ?

- Alert (up to 64 Members)
 - Works with:
 - Local Extensions
 - Remote STUN Extensions
 - Remote SBC Extensions
- Multicast
 - Works with:
 - Local Extensions (Deskphones **only**)
 - Any Number of Extensions
 - Requires manual configuration of deskphones

Creating an Alert Paging Group

- 3CX Management Console → Ring Groups → **Add Paging**
→ Ring Strategy: Paging
Paging Group Name
→ Seen On Agents Display (only Direct / Non-Multicast)
- Add Group Members

General

Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.

Name

Virtual Extension Number

Ring Strategy

Group Members


Extension	First Name	First Name
101		<input type="button" value="✕"/>
106		<input type="button" value="✕"/>
107		<input type="button" value="✕"/>

Creating an Multicast Paging Group

- 3CX Management Console > Ring Groups > **Add Paging**
→ Ring Strategy: Multicast Paging
- Paging Group Name
- Settings
 - IP → Multicast IP*
 - Port → Any High Port
 - Codec → Audio Codec
 - Packet Time → **Always** 20
- Configure the deskphones manually

* Check reserved Multicast IPs from IANA

General	Multicast options for Paging
<p>Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.</p> <p>Name</p> <input type="text" value="Page Accounting"/>	<p>Requires compatible phones and additional configuration.</p> <p>IP Address of multicast channel</p> <input type="text" value="224.0.0.186"/>
<p>Virtual Extension Number</p> <input type="text" value="803"/>	<p>Port of multicast channel</p> <input type="text" value="10000"/>
<p>Ring Strategy</p> <input type="text" value="Paging Multicast"/>	<p>Codec</p> <input type="text" value="G.711 U-law"/>
	<p>Packet time in milliseconds</p> <input type="text" value="20"/>



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More Training Material at:
www.3CX.com/3CXAcademy

