



Caller ID for Multi-Line Hunt Group Name

Previously Business Group Admins had the capability to have the Multi Line Hunt Group Telephone Numbers presented to Agents on inbound calls. This enhancement is an extension of that functionality. Along with the MLHG telephone number, the MLHG Name can also be presented on ACD calls.

This enhancement was made so Lightpath customers who have ACD Agents in multiple queues can answer a call knowing which queue the caller dialed. This parameter can be configured by the BG admin via CommPortal:

Figure 1 - MLHG name setting in Comm Portal

The screenshot shows the Lightpath Comm Portal interface. At the top left is the Lightpath logo. The user is identified as 'User 5 7705' and is viewing the 'MLHG CQ Sales' configuration page. The page has three tabs: 'MLHG Pilots', 'MLHG Lines', and 'Settings', with 'Settings' being the active tab. On the left side, there is a vertical navigation menu with options: 'Lines', 'Phones', 'MADNs', 'MLHCs', 'Call Pickup Groups', 'Short Codes', 'Extensions', 'Departments', 'Account Codes', 'Call Logs', 'Misc. Settings', and 'Music on Hold'. The 'MLHCs' option is currently selected. The main content area is titled 'Preferences | Hunt Settings'. It contains a text input field for 'MLHG Name' with the value 'CQ Sales'. A red arrow points to this input field. Below the input field, the 'Service Level' is set to 'ACD'. At the bottom of the settings area, there is a radio button selection for 'Login/logout supported by default for new members:', with 'Yes' selected and 'No' unselected. At the bottom right of the window, there are 'Apply' and 'Cancel' buttons.