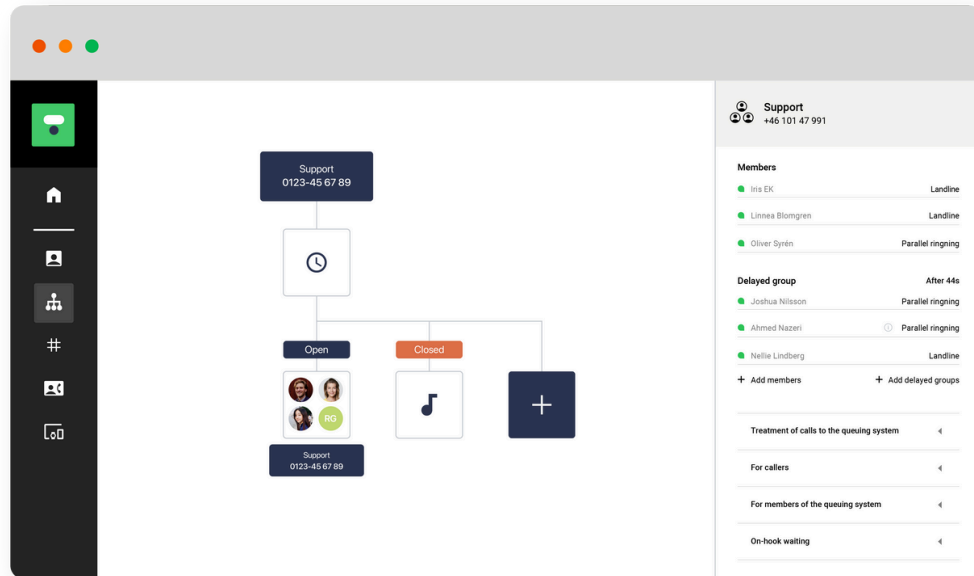# Delayed hunt groups

Ensure no call goes unanswered
with flexible priority assignment options.



## Add more agents in waves

Ensure no call goes unanswered by creating delayed hunt groups.

If the primary group doesn't answer the call, engage the second group after a pre-defined time.

## Everything in one queue

There's no need to juggle multiple systems or queues.

Create several groups within a single queue and manage assignment priority however you choose.

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