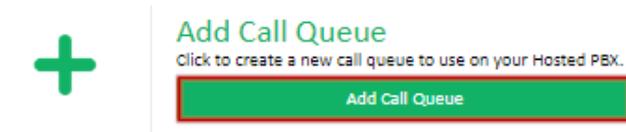


Call queues take incoming calls and place them in line to be answered by a group of extensions, while playing hold music to the caller.

To create a new queue, click the *Add Call Queue* button, then check the below configuration options to configure your queue.



The configured queues section lists all previously created call queues, with an overview of their current configuration. To edit a call queue, click *Edit* in the title bar of the queue you wish to change.

NORMAL		EDIT	
Queue ID	3054	Queue Agents: (2)	
Queue Name	NORMAL	104: Sheila	
Caller ID Prefix	-	105: Jan	
Join Announcement	No sound assigned	Add Agent	
Hold Music	Default		
Ring Strategy	Ring All		
Ring Busy Agents			
Agent Ring Time	25 sec		
Disable Agent Missed Call			
Ignore Agent Call Forward			
Agent Wrap Up Time	5 sec		
Agent Announcement	No sound assigned		

### Queue Configuration Options

**Queue Name** is the name displayed in other PBX areas, when selecting queues as the destination type.

The **Caller ID** prefix field allows you to set a string that will show on each agent's phone when receiving an incoming call. This is generally used when identifying multiple queues that an agent may be a member of, for example Brisbane ('BNE') or Melbourne ('MEL').

Queue Name:	<input type="text" value="NORMAL"/>
Caller ID Prefix:	<input type="text"/>

### Sounds

A **Join Announcement** is a sound file which, if enabled, is played to the caller when they first reach the queue. For example, "Thanks for calling X Company. Please hold and we'll be with you shortly". This option lists any sounds currently on your service, along with the options to upload or record a new message.

**Hold Music** provides the choice of music the incoming callers will hear while waiting to be connected. This may be a hold music playlist you've created, or the default hold music supplied with your PBX. Selecting *+ New Hold Music Playlist* will provide a dialog to upload a new set of music for this queue. Additionally, if you select **Ring** as the Hold Music, your callers will hear the standard ringing tone, instead of music.

**Play ringing when an agent is ringing**, when enabled, has the queue play hold music only when all queue agents are on the phone. If any of the agents in the queue are available and the queue is calling them, the caller will hear ringing instead of hold music.

Join Announcement:	RecordAnnounce
Hold Music:	Default Music
<input checked="" type="checkbox"/> Play ringing when an agent is ringing	

### Queue Interrupts

**IVR Frequency** works with the *IVR Breakout Menu* and sets how long a caller should be queueing before they're presented with the IVR options.

**IVR Breakout Menu**, along with *IVR Frequency* allow an IVR to be presented to a caller after they've been waiting in the call queue for the number of seconds set in *IVR Frequency*. An example use case is, if a caller has been queueing for 60 seconds, an IVR will play allowing them to press 1 to leave a voicemail, or to continue holding. This field lists any existing IVRs on your PBX, along with the option to create a new one.

IVR Frequency	30 sec
IVR Breakout Menu	QVMailOptions

### Queue Timing

**Queue Timeout (Max Wait)** sets the maximum amount of time a caller can be in the call queue without being answered. When this time is reached, the call will be passed to the *Timeout Destination* set below.

**Timeout Destination** is the target for any calls that have reach the maximum wait time of the queue (set in the *Queue Timeout*). This can be any destination on the PBX, an external number, or to simply hang up.

Queue Timeout (Max Wait):	5 min
Timeout Destination:	HANGUP

### Queue Members

To add an agent to the queue, click the *Queue Agents +* icon the appropriate number of times for the count of the agents you will be adding.

For each *Agent* field, select the desired member of the queue.

Agent	102: Bob	
Agent	104: Sheila	
Agent	0412345678: Joe	



## Advanced Options

### Agent Options

**Agents Unreachable Destination** specifies where a call should be sent if all agents in the queue are offline (for example, in case of a site internet outage)

**Ring Busy Agents** will, if disabled, check an extension's status when a call arrives in the queue and, if they're on the phone, will skip ringing their extension. If enabled, the call will be presented to the extension in a call waiting fashion. This setting works in conjunction with *Agent Ring Time*

**Agent Ring Time** specifies how often to 'reset' the call to an extension. If an extension is offline, and a call is in the queue, once the extension reconnects and the ring time expires, the queued call will ring that extension.

**Disable Missed Call** will prevent the member extensions from showing a missed call if the call is answered elsewhere or when the agent ring time setting resets the call.

**Ignore Agent Call Forward** is a recommended setting that will prevent a call forward on any of the member agent's handsets from interrupting the call flow. With this disabled, a call forward on a phone handset may take the call out of the queue and pass it directly to the forward destination.

**Agent Wrap Up Time** specifies the amount of time between an agent hanging up a call and a new call being passed to them. This allows time for CRM reset, etc.

**Agent Announcement** is a sound file which, if enable, is played to the agent when they answer the call. This may be a reminder prompt ('remember to ask their post code'), or a message stating which queue the call came from ('this is a sales call')

Agents Unreachable Destination:	<input type="text" value="Support Voicemail"/>
Ring Busy Agents:	<input checked="" type="checkbox"/>
Agent Ring Time:	<input type="text" value="25 sec"/>
Disable Agent Missed Call	<input type="checkbox"/>
Ignore Agent Call Forward	<input checked="" type="checkbox"/>
Agent Wrap Up Time:	<input type="text" value="5 sec"/>
Agent Announcement	<input type="text" value="Disabled"/>

## External Agent Settings

**Caller ID for Ext Agents** provides a choice of the phone number that is presented to any external number that is a member of the queue. This can be any of the currently configured phone numbers or verified caller IDs, or *Pass-Thru*, which will send the original caller's phone number to the external number.

**Call Confirm for Ext Agents**, when enabled, prompts external agents to accept calls by pressing 1. This will prevent the calls being directed to the mobile's voicemail box, or the queue being interrupted by a 'number is switched off' message.

Caller ID for Ext Agents:	<input type="text" value="Pass-Thru Caller ID"/>
Call Confirm for Ext Agents:	<input type="checkbox"/> OFF

## Queue Position Controls

**Announce Position/Hold Time** instructs the system to periodically play a message to people waiting in the queue, at the frequency set, and requires one or both of the below options.

**Announce Position** advises the caller how many callers are in the queue to be answered before them

**Announce Hold Time** provides the caller with an estimate of how long it will take until they're connected to an agent, based on previous call times.

Announce Position/Hold Time:	<input type="text" value="1 min"/>
Announce Position:	<input checked="" type="checkbox"/> ON
Announce Hold Time:	<input type="checkbox"/> OFF

## Queue Call-back

**Press 9 Call-back** allows callers to reserve their place in the queue by pressing 9. Ensure you have an announcement in place advising callers to press 9, either at the start of the queue, as part of your hold music playlist, or through an IVR breakout.

Press 9 Callback:

If a user opts to press 9, they'll be asked to confirm their current number (1) or enter a different call-back number (2).

When they make it to the front of the queue, the call is transferred to an agent, who then uses the following keys to manage the call-back:

<b>1</b>	Place the call-back to the client
<b>9</b>	Return the call-back to the queue for another agent
<b>#</b>	Once 1 has been pressed to place the call-back, # at any time returns to the call-back/return to queue menu
<b>Hang-up</b>	Cancels the call-back

## Deleting a Queue

To delete a queue, click the remove button in the header of the queue you wish to remove.

**NORMAL** EDIT 

Queue ID: 3054 **Queue Agents: (2)**

Queue Name: NORMAL 104: Sheila 

Caller ID Prefix: - 105: Jan 

Join Announcement: No sound assigned

Hold Music: Default + Add Agent