

Create a Call Queue

Scope

 The following steps will allow you to create a Call Queue. This feature allows PBX administrators to manage high traffic call flows. This feature is sometimes called an ACD (which stands for Automatic Call Distribution). When all lines are in use for the company or group, you can place the caller in queue until the next available agent is free instead of having the caller listen to a busy signal or sending them to voice mail. While in a queue, callers can hear music on hold or custom company announcements. There are several different types of queues that can be used depending on business needs.

Items Needed

- Office Manager or Call Center Supervisor access to the Manager Portal
- Call queues can contain both on-net and Remote agents. Be sure to use Request Confirmation option for Remote Agents.
- Only online agents can be part of an active queue.
- If a device is not registered then the agent will be considered to be offline.
- Icon colors represent agent status; grey - offline, green - online, red - online but currently taking a call.
- Agents that are a part of multiple queues can prioritize one queue over another.
- Queues must have music on hold files uploaded to it; otherwise domain default music on hold will be played.
- If the extension you are creating for the queue is not currently present; the system will create one and indicate this by showing the green New label to the right of the dialog box.
- Agents in the Queue are Phones not Users

Types of Call Queues

- Round-robin (longest idle) – this type of queue routes callers to the available agent that has been idle longest.
- Ring All – this type of queue routes callers to all available agents at the same time.
- Linear Hunt – this type of queue routes callers to the available agents in a predefined order. The order is defined when editing the queue's agents.
- Linear Cascade – this type of queue routes callers to groups of available agents in a predefined order. The order is defined when editing the queue's agents.
- Call Park – this feature places the caller on hold until an agent retrieves them. It is not used for ACD functionality. Please see [separate article](#) for setting this up.

Create a Call Queue

- Click on the **Call Queues** button



- Click **Add Call Queue**



- Enter any descriptive **Name**
- Extension:** Choose an extension per the [Reserved Number Space](#) article.
- Type:** Select type of Call Queue
- Record Calls:** If you select YES you will have the option to record calls.
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Statistics: If you select **Yes** the system will generate call queue related information for the Call Center Supervisor

- Message to Agent:** Plays a message to the agent before they accept each call. This is useful when an agent is a member of more than one Call Queue. This can be configured after saving

Pre Queue Options

- Require Agents:** Require at least one agent to be online before sending callers to the queue. Otherwise callers will go to **Unavailable** destination.
- Queue Audio:** Allows choice between music on hold or ringback playing while in the queue (**v2 only**)
- Require intro MOH:** Plays a complete initial greeting before placing callers in the the queue. This is useful for "All Calls Recorded" and similar messages.
- Max Expected Wait (sec):** The time in seconds before the queue is unavailable to new callers. This applies when the queue's average wait time reaches the maximum expected wait.
- Max Queue Length:** Maximum amount of callers allowed in the queue before it's full and unavailable to new callers.
- Allow Callback Option:** Allow the system to prompt for a call back option instead of waiting if timing conditions are met. Callers will be called back in the order they entered the queue.
- Forward if unavailable:** Where to send calls if the queue is unavailable.

In Queue Options

- Queue Ring Timeout (sec):** How long the queue will attempt to ring agents before following an exit option.
- Logout agent on missed call:** How long the queue will ring agents before moving on to the next available. This should be less than the Queue Ring Timeout.
- Forward if unanswered:** Where to send the call if agents fail to answer before the Queue Ring Timeout.
- Voicemail:** Callers will be sent to queue's voicemail if agents fail to answer before the Ring Timeout and Forward if unanswered is not set. This will also trigger the system message; "Please continue to hold or Press 2 to leave a voicemail" and then return the call back to the queue if nothing is pressed.

Summary

The queue is now created. You can route DIDs to the Call Queue and add agents.