

Hosted PBX by Golden West

Adding Call Queues

To add call queues:

1. From the Call Queues page, click the **Add Call Queue** button. The Add a Call Queue pop-up window appears, with the **Basic** tab displayed.

2. Complete the fields.

Setting	Description
Name	Enter a name for this call queue. The name should allow you to differentiate this call queue from other call queues you configured.
Extension	Adding a call queue: Select an extension. Editing a call queue: read-only field that shows the extension.
Type	Determines how calls are distributed. Choices are: <ul style="list-style-type: none"> • Round robin = routes callers to the agent that has been idle for the longest period of time. Then complete the remaining fields in the window. • Ring All = routes callers to all available agents at the same time. Then complete the remaining fields in the window. • Linear Hunt = routes callers to the available agents in a predefined order. The order is defined when editing the queue's agents. Then complete the remaining fields in the window. • Linear Cascade = routes callers to groups of available agents in a predefined order. The order is defined when editing the queue's agents. Then complete the remaining fields in the window. • Call Park = places callers on hold until the agent retrieves them. Go to step 4.
Phone Number	Select the phone number
Record Calls	Select whether calls will be recorded (Yes) or not recorded (No) for this call queue.
Statistics	Select whether statistics will be recorded (Yes) or not recorded (No) for this call queue.
Message to Agent	Enter the message that will be sent to the agent (for example, "Here's a call from the emergency support queue.") You configure this setting after adding the call queue.

3. For **Type**, if you clicked **Park**, click **Save** to complete this procedure. Otherwise, click **Next** to display the **Pre Queue Options** tab and proceed to the next step.

4. Complete the fields.

Setting	Description
Require agents	Select whether to require (Yes) or not require (No) agents for this call queue.
Require Intro into MOH	This setting forces playback of the complete intro MOH before dispatch. This is useful for compliance greetings such as "Calls may be recorded," and so on. Select whether to require (Yes) or not require (No) the complete playback of the Intro Music on Hold for this call queue.
Max Expected Wait	Use the slider to specify the maximum expected wait time, in seconds. If the estimated wait time exceeds this time, the call cannot queue.
Max Queue Length	Use the slider to specify the maximum number of people that the system will allow to wait in this call queue.
Allow Callback Option	This setting allows callers to record their number, hang up, keep their spot in line, then get called when an agent is available. Select whether the callback option is available (Yes) or not available (No) to users in this call queue.
Forward if Unavailable	This setting specifies where to forward if pre-queue options will not allow queueing (for example, expected wait is too high). Enter where the call forwards if queueing is not available.

5. Click **Next**. The **In Queue Options** tab appears.

6. Complete the fields and click **Add**.

Setting	Description
Queue Ring Timeout	Use the slider to specify the maximum number of seconds that the call remains in the queue before timing-out. If Forward if Unanswered is enabled, the call is handled according to the Forward if Unanswered setting. If Voicemail is enabled and Forward if Unanswered is disabled, the system prompts the caller to stay in the queue or go to voicemail.
Agent Ring Timeout	Use the slider to specify the maximum number of seconds that the queue will ring an agent before moving on to the next agent. This value should be less than the Queue Ring Timeout value.
Logout Agent on Missed Call	Select whether an agent logs callers out of the queue (Yes) or does not log out callers if an agent misses a call.
Forward if Unanswered	Enter the extension, phone, or number where callers are forwarded if agents fail to answer before the Queue Ring Timeout occurs
Voicemail	Select whether callers will be (Yes) or will not be (No) given the option to leave a voicemail if agents fail to answer when the Queue Ring Timeout occurs and Forward if unanswered is not set.