Overview

Welcome to the **IntellaQueue** documentation space. This space is dedicated to organizations that are running a call center style phone system and have our IntellaQueue product licensed. Here you will find detailed instructions on how to add and manage Agents, Queue, and powerful **Report Generation.** Similar to the **Core Web Portal** each space represents a **screen** within the IntellaSoft Web Portal, and can be accessed from the **Navigation Panel**. The IntellaQueue components are typically contained within a collapsible folder called Call Center in the web portal, as shown below.

For more advanced system customization see:

- **Agent Editor** for adding and removing **Agents,** as well as setting **Agent** login information
- **Agent Assignments** for add/removing **Agents** to **Queues,** and vice versa (associating agents with **Queues)**
- **Agent Assignments Schedule** for configuring **Queue** parameters for **Agents**
- **Queue Leave Conditions** for configuring parameters for **Agents** to be removed Queues (such as when no callers are waiting/incoming)
- **Queue Settings** for adding new **Queues** and configuring basic settings for said **Queues**
- **Generate Reports** powerful report generation gathered from **Agent** and **Queue** calls.
- **Call Center Data** contains data about calls made to and from **Queues** in a hierarchical format.

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