

# Queue Leave Conditions

## Overview

This screen is for setting maximum wait times that callers may wait in a Queue before going to an unavailable destination. This is optional, but it is useful if there is a need for a caller to be sent to **Voicemail**, a specific extension, or even another Queue, among other options. It is useful because you can specify certain periods in the day when there may be a shortage of Agents in the Queue or when they may be too busy to receive incoming calls.

Ensure that you selected the correct Queue before making any changes. You can select a Queue via the drop-down menu in the top left-hand portion of the **Queue Leave Conditions** screen (see image below).

[image.png](#)

## Adding a New Queue Leave Condition

- 1) Navigate to the **Queue Leave Conditions** screen from the **Navigation Panel**.
- 2) Select the correct **Queue** via the drop **Select Queue** function at the top left-hand part of the screen.
- 3) Click the button labeled **New Queue Leave Condition**.

[image.png](#)

- 4) Next choose a **Start Time**, **End Time**, **Caller Wait Time**, and **Goto** destination.

	Name	Type	Description
<b>Required</b>	Start Time	List	Start Time (24 hour clock)
	End Time	List	End Time (24 hour clock)
	Caller Wait Time	List	Caller Queue Queue Wait Time (15 second increments)
	Goto	Field	Usually numeric, goes to unavailable destination

5) Click the **Save Queue Leave Condition** button. After you click save you will see a message stating **Changes Saved**.

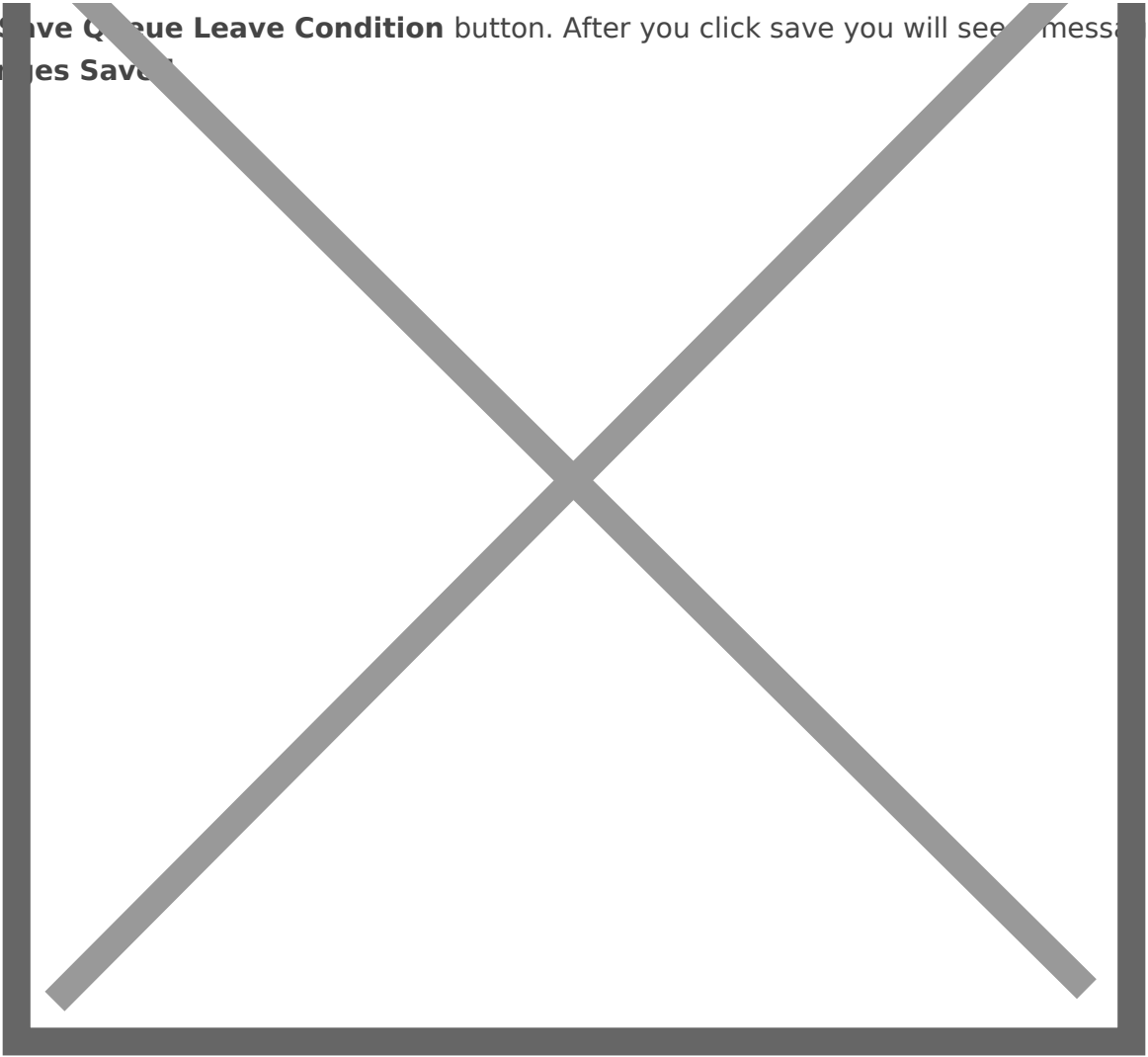


image.png

## Removing a Queue Leave Condition

- 1) Navigate to the **Queue Leave Condition** screen from the **Navigation Panel**.
- 2) Find the **Queue Leave Condition** you wish to delete, highlight it by clicking on it, and then click the red **X** under the **Delete** column.
- 3) A confirmation pop-up will appear confirming your selection. Click **OK**. You will see a message stating **Changes Saved**.

image.png

