Queue Settings

Overview

This screen is for creating and configuring basic settings for new Queues**.** There are a handful of required settings and a larger group of **Additional Settings** that may be required depending on what your organization is trying to achieve on a per-queue basis.

- Adding a Queue
  - Additional CallQueue Settings
- Removing a Queue

Adding a Queue

1) Navigate to the **Queue Settings** screen from the **Navigation Panel.** Click the **New Queue** button.

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2) Next choose a **Queue** name, **Description,** and **Strategy.**

	Field	**Type**	**Description**
Required	Queue	Field	Name of Queue
	Description	Field	Description of Queue
	Strategy	List	How Queue behaves when it calls available Agents (see below)

Strategy	**Description**
Random	Calls agent in a true random fashion.
Round Robin (Login)	Calls Agent in a circular order based on login time.
Linear (Login)	Calls are based on who has logged in first.
Ring All	Calls all available agents (not currently on a call).

Strategy	Description
Fewest Minutes (Usage)	Calls agent with the fewest minutes of talk time for queue calls with respect to the rest of the agent team's login time.
Fewest Minutes	Calls the first available agent with the fewest minutes of talk time for queue calls (and only queue calls).
Fewest Calls (Usage)	Uses the same logic as **Fewest Minutes Usage** except uses total queue calls as the basis.
Fewest Calls	Will call the first available agent with the fewest number of calls (only queue calls are counted).
Last Recent	Will call the agent who has not gotten a queue call for the longest (does not factor in other activity).

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3) Lastly, click the **Save New Queue** button to save**.** After you click save you will see a message stating **Changes Saved**.

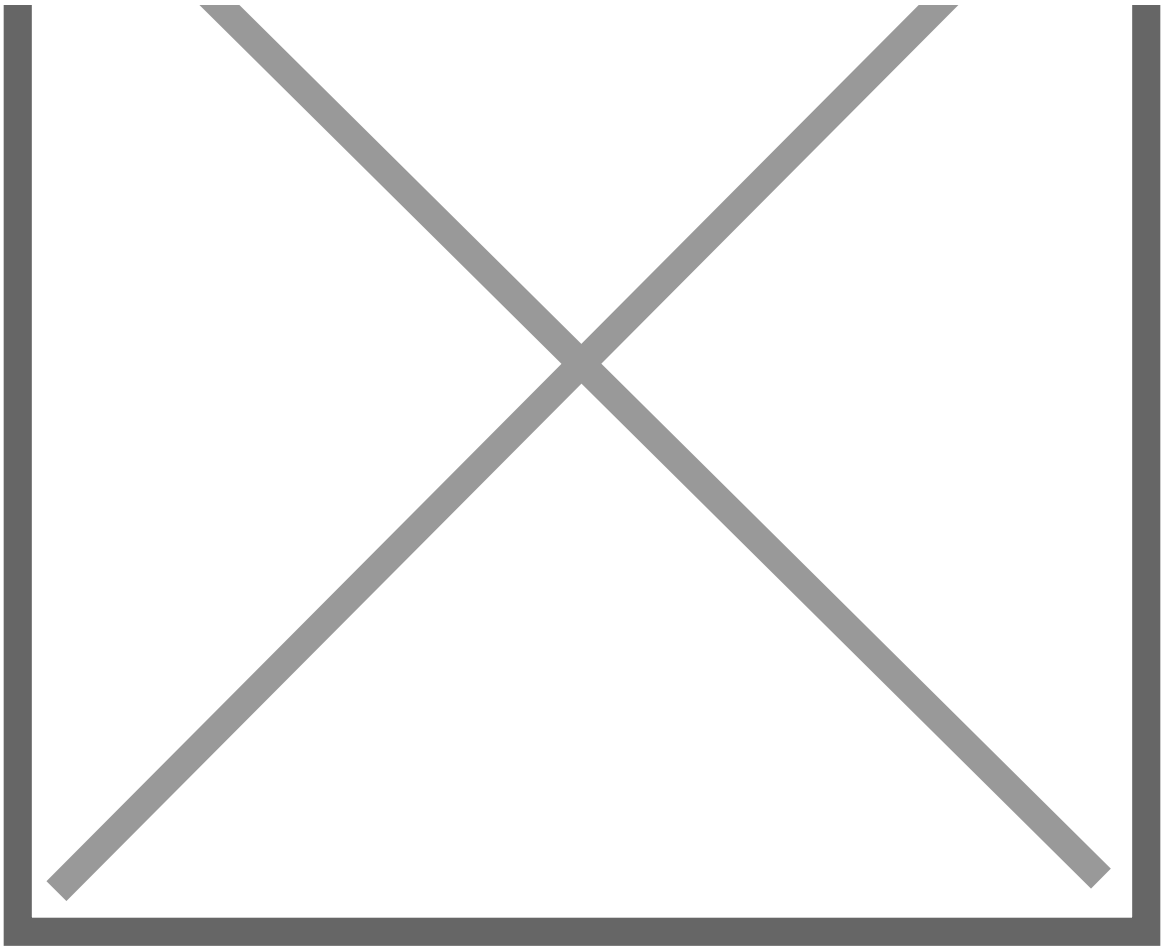


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Additional CallQueue Settings

There are additional settings to consider when configuring a new Queue. These settings are located on the right side of the Queue Settings screen and are as follows.

Name	Value
Queue Timeout	Maximum time a caller can wait in this queue.
Agent Timeout	How long to ring an agent before trying the next.
Wrap Up Time	How long to pause calls to an agent after a call.
Agent Auto Logout	Yes/No: Defines whether or not an agent is automatically logged out if they do not pickup
Join Empty	Yes/No: Defines whether or not a caller can enter an empty queue (no agents)

Name	Value
Leave Empty	Yes/No: Defines if a caller shall leave a queue if it becomes empty.
Goto Voicemail on Timeout	Defines where caller is sent if the queue times out (if this is set above)
Goto Voicemail on Empty	Defines where caller is sent if the queue has not available agents
Goto Voicemail DTMF Context	Allows a caller to exit a queue and be sent to voicemail by digit entry on phone
Goto Elsewhere on Timeout	Defines where the caller goes if they timeout, if not a voicemail.
Goto Elsewhere on Empty	Defines where the caller goes if their are no agents available in the queue , if not a voicemail.
Goto Elsewhere on DTMF Context	Defines a different destination that caller will be sent to if they digit press on their phone.
Goto Elsewhere on NightMode	Sends the caller elsewhere if the queue in question is in night mode. See **DayNight Schedule** and **Agent Assignments** for additional information.

After you make changes in the **Additional CallQueue Settings** click the **Save** button at the bottom. You will see a message stating **Changes Saved.**

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Removing a Queue

1) Navigate to the **Queue Settings** screen from the **Navigation Panel.**

2) Find the **Queue** you wish to delete, highlight it by clicking on it, then click on the red **X** in the **Delete** column.

3) A confirmation pop-up will appear confirming your selection. Click **OK.** You will see a message stating **Changes Saved**.

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