


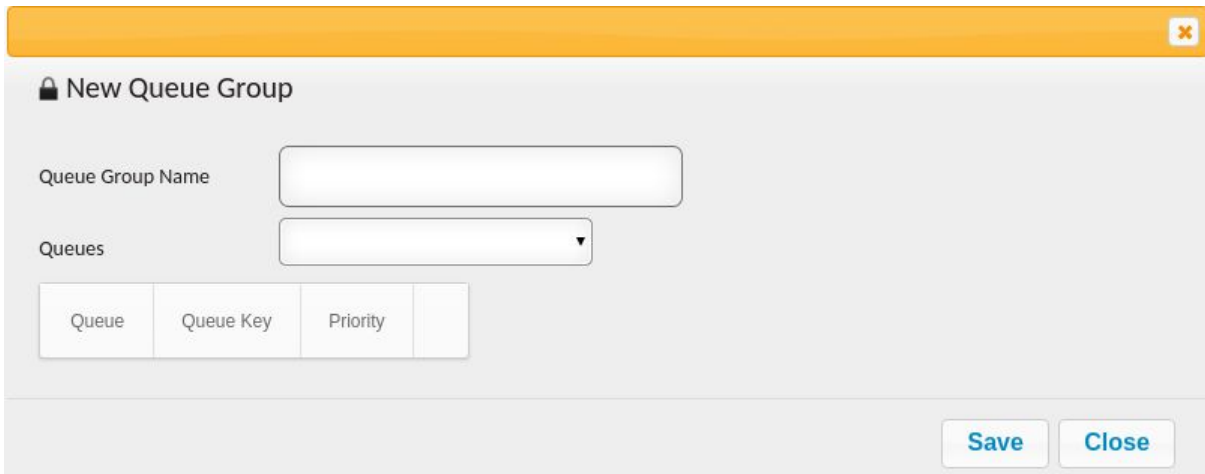
Queue Groups



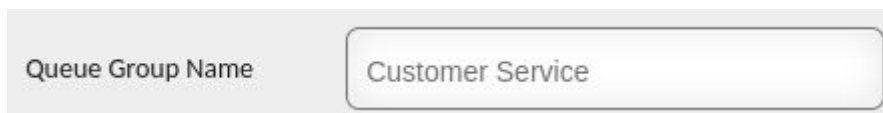
A queue group can be formed to facilitate speed in adding users to multiple queues.

Creating a Queue Group

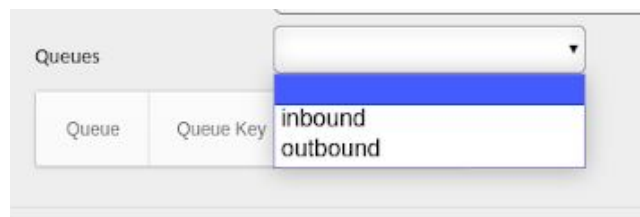
1. Click the new button, , in the top right corner, the following pop-up screen will appear as shown below:



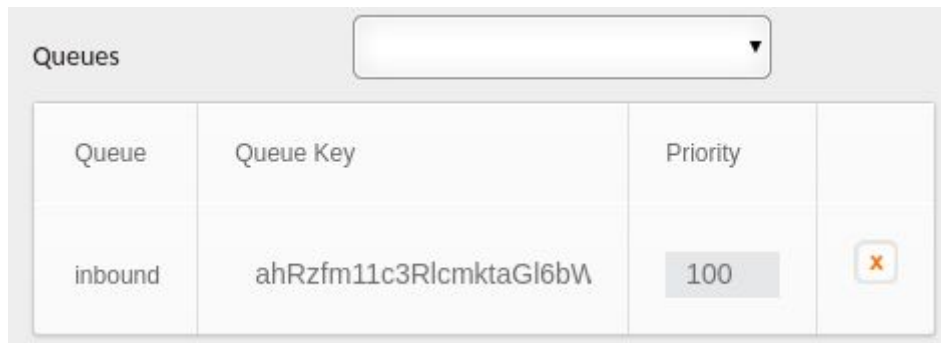
2. Click the “Queue Group Name” input box, type the desired queue group name an example is shown below:



3. Click the “Queues” input box, a dropdown list of created queues will appear (See Queue Section) an example is shown below:




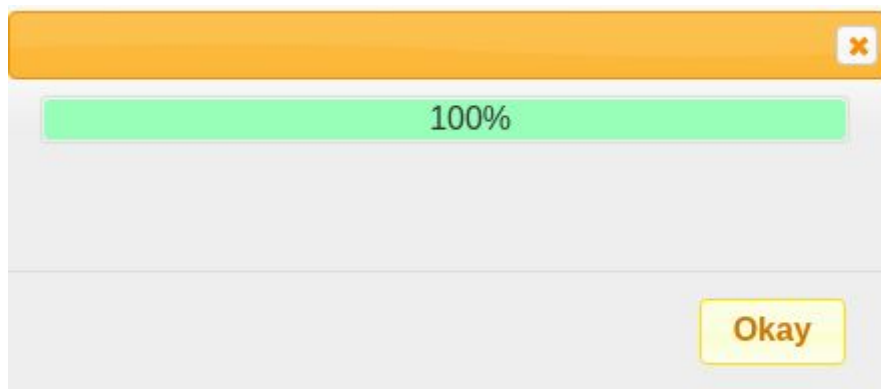
4. Select the desired queue for the Queue Group to be applicable. An example selection is shown below:




Queue	Queue Key	Priority	
inbound	ahRzfm11c3RlcmktaGl6bW	100	X

Note: The inbound queue was selected. The selection is listed in the table above with the following information: Queue, Queue Key (Automatically generated by the tenant), Priority.

5. After all the desired queues are selected, click the save button, , the following pop-up window will be displayed:



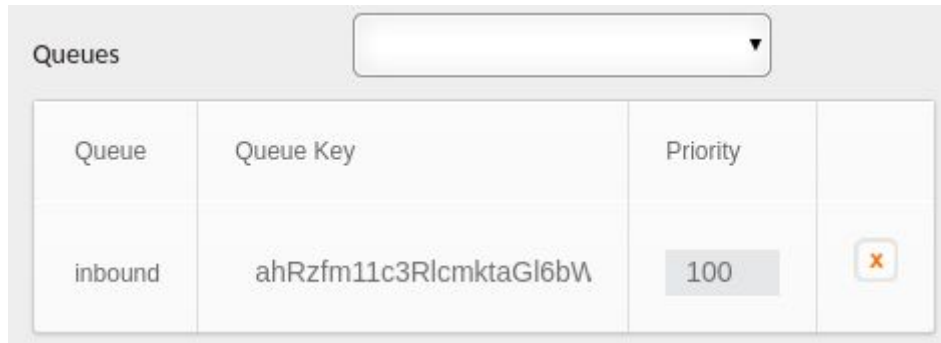
6. Click the Okay button, , the created queue group name will appear in the queue group name list like the created example shown below:





- Group Name
- Customer Service

Deleting a Queue from a Queue Group Name

1. If a queue was selected, as shown below:






Queue	Queue Key	Priority	
inbound	ahRzfm11c3RlcmktaGl6bW	100	

2. It can be deleted by clicking the delete button,  , to the right of the Priority Column, once clicked the following pop-up will be displayed:

demo.callcenterstudio.com says
Queue will be deleted permanently.

Cancel

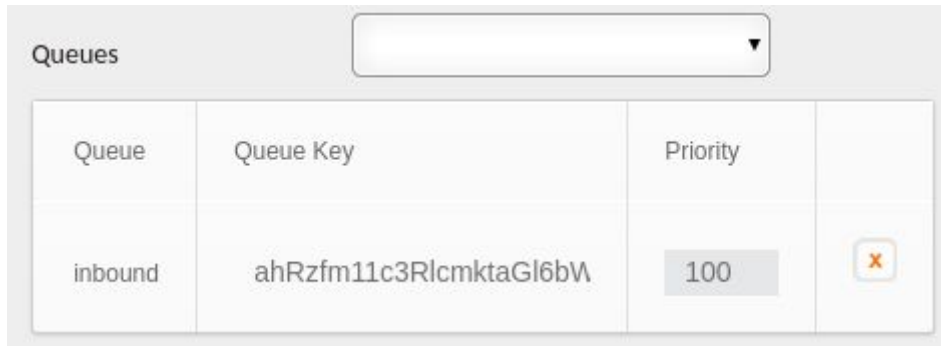
OK

- Select the cancel button,  , to cancel the deletion.
 - Select the OK button,  , to confirm the deletion.
3. Confirm the deletion by clicking the OK button,  .

The screen will reload, and the deleted queue will not be shown.

Adjusting priority for a Queue Group Name on a Queue

1. Once a queue is selected, as shown below:




2. Priority can be adjusted based on the Queue Group skills for a specific Queue default is 100 but if the Queue Group is still learning, the priority can be changed to a lower number such as 50 (this is how skill levels can be set) the Priority column contains up and down arrows on the number to adjust the skill level as shown below:

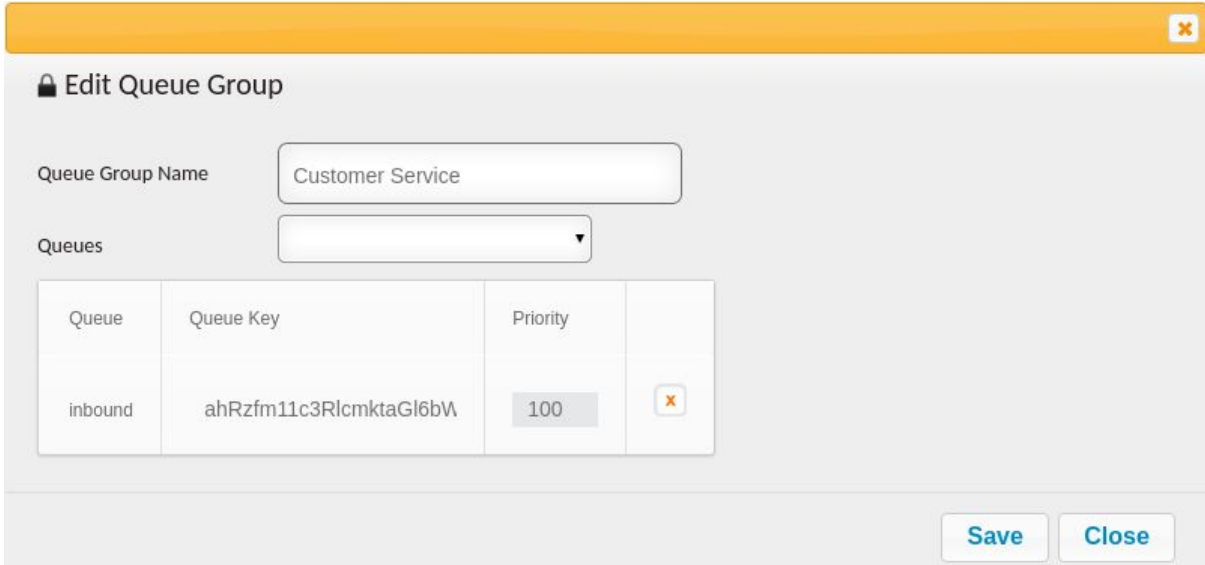



3. Toggle using the arrows until the desired skill level is selected an example is shown below:




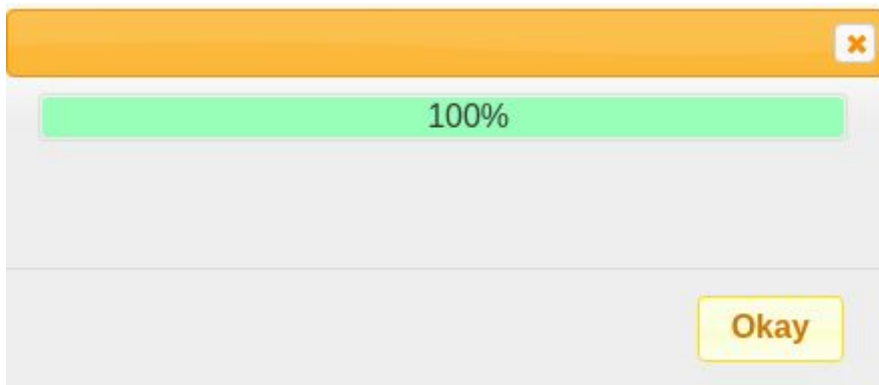
Editing a Queue Group


1. Click the edit button, , located to the right of the queues column, after clicking the following pop-up window will be displayed:



Queue	Queue Key	Priority	
inbound	ahRzfm11c3RlcmktaGl6bW	100	



2. Make the desired changes.
3. After all the desired changes are made, click the save button, , the following pop-up window will be displayed:

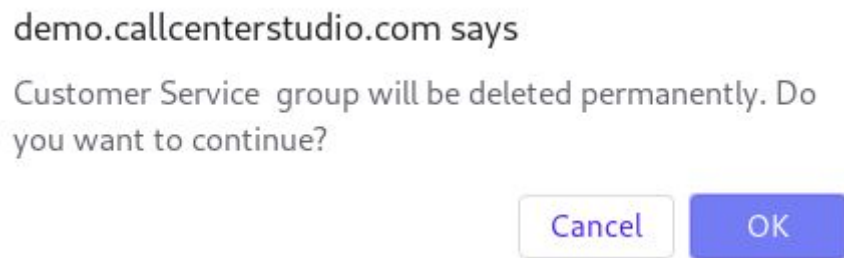


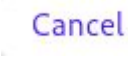

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4. Click the Okay button, , the created queue group name will appear in the queue group name list like the created example shown below:

A screenshot of a queue group name list. It shows two entries: "Group Name" and "Customer Service". The "Group Name" entry is highlighted with a light blue background, and the "Customer Service" entry is highlighted with a light gray background.

Deleting a Queue Group

1. From the Queue Group name list, click the delete button, , to the right of the edit button, . When the delete button is clicked the following pop-up will appear:



- Select the cancel button, , to cancel the deletion.
- Select the OK button, , to confirm the deletion.

2. Confirm the deletion by clicking the OK button, .

The screen will reload, and the deleted queue group will not be shown.

Searching for a Queue Group

1. Click the “Group Name” input box, type the Group Name, as shown below:

A screenshot of a search interface. It shows a light gray rectangular area containing a search input field on the left with the placeholder text "Group Name" and a search button on the right with the text "Customer Service".

Note: Partial names can be used, when spelled correctly.