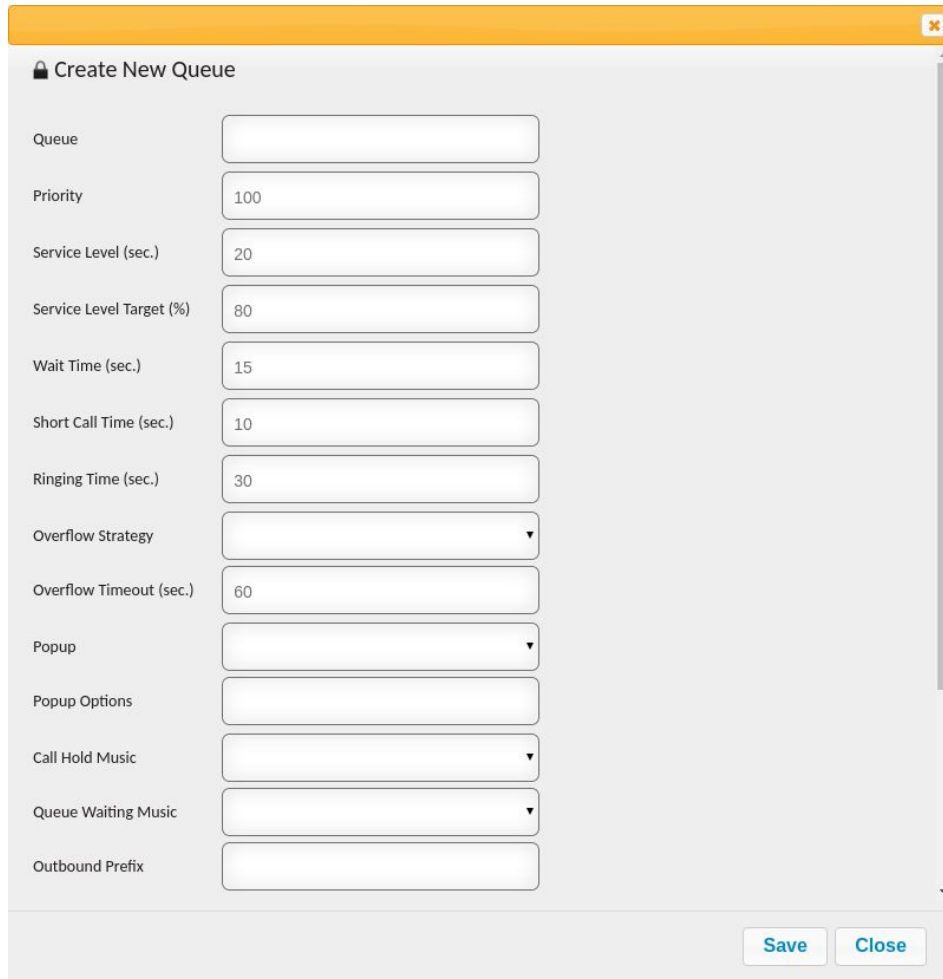# **Queues**

The queues section is where agent queues can be created, edited, and deleted.

Creating a Queue

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

1. In the "Queue" input box, type the desired name for the queue.

2. In the "Priority" input box type the desired priority level for the queue. For example, a queue with a priority of 100 will receive top priority for calls, whereas a lower priority number would not.

3. In the "Service Level (sec)" input box type, the desired time frame for the target service level (answered calls/total calls) to be calculated. The default Service Level is shown below:

Service Level (sec.)   20

4. In the "Service Level Target (%)" (answered calls / total calls) type, the desired service level target percentage. (Default is 80% meaning the target is to answer 80% of the incoming calls within the Service Level (sec) period) . The default is shown below:

Service Level Target (%)   80

5. In the "Wait time (sec)" type, the desired wait time. (Wrap-up time frame for agent)
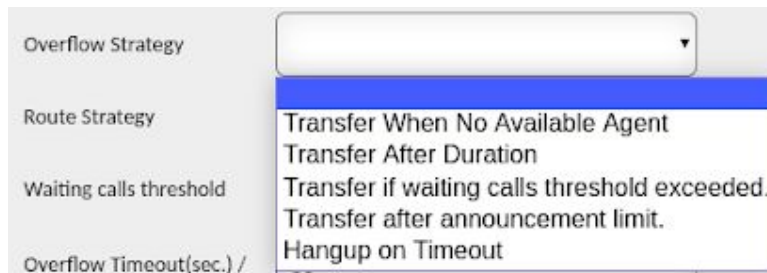
Wait Time (sec.)   15

6. The "Short Call Duration (sec)" type the desired time used for calculating whether the call is a short call or not. The default time is shown below:

Short Call Duration (sec.)   10

7. In the "Ringing Timeout (sec)" type, the desired ringing timeout. The default time is shown below:

8. In the "Overflow Strategy" dropdown box select from the following options:

9. In the "Overflow Timeout (sec)" type, the desired timeout time.

10. In the "Popup" dropdown box, if desired, a popup can be added to the queue (See the Web URLs section for creating a selection for a popup).

11. In the "Popup Options" input box, select the desired popup option. (Created using Web URLs section of the tenant)

12. In the "Call Hold Music," dropdown box select the desired call hold music. (Hold music can be added upon request to the Call Center Studio Team)

13. In the "Queue Waiting Music" dropdown box, select the desired queue waiting music. (Hold music can be added upon request to the Call Center Studio Team)

14. In the "Outbound Prefix" input box type, a unique number for the outbound prefix (Note: can be any number combination not used on another queue outbound prefix).

15. In the "Dialplan" dropdown box, select the desired Dialplan (See Dialplans section for creating a dial plan).
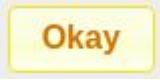
16. Below the "Dialplans" dropdown box, the following checkboxes can be selected. Their definitions are listed below:

Default	When selected, the agent has to choose the answer button to answer the call.
Auto Answer	When selected, the agent does not have to click the answer button; the call is auto answered.
Tell Queue Order	When selected, the queue order of the caller is announced in the queue every few seconds.

17. Click the save button, **Save** . The following pop-up window will appear:

100%

The new queue is created

Okay

18. Click the okay button, **Okay** , the newly created queue will be found in the
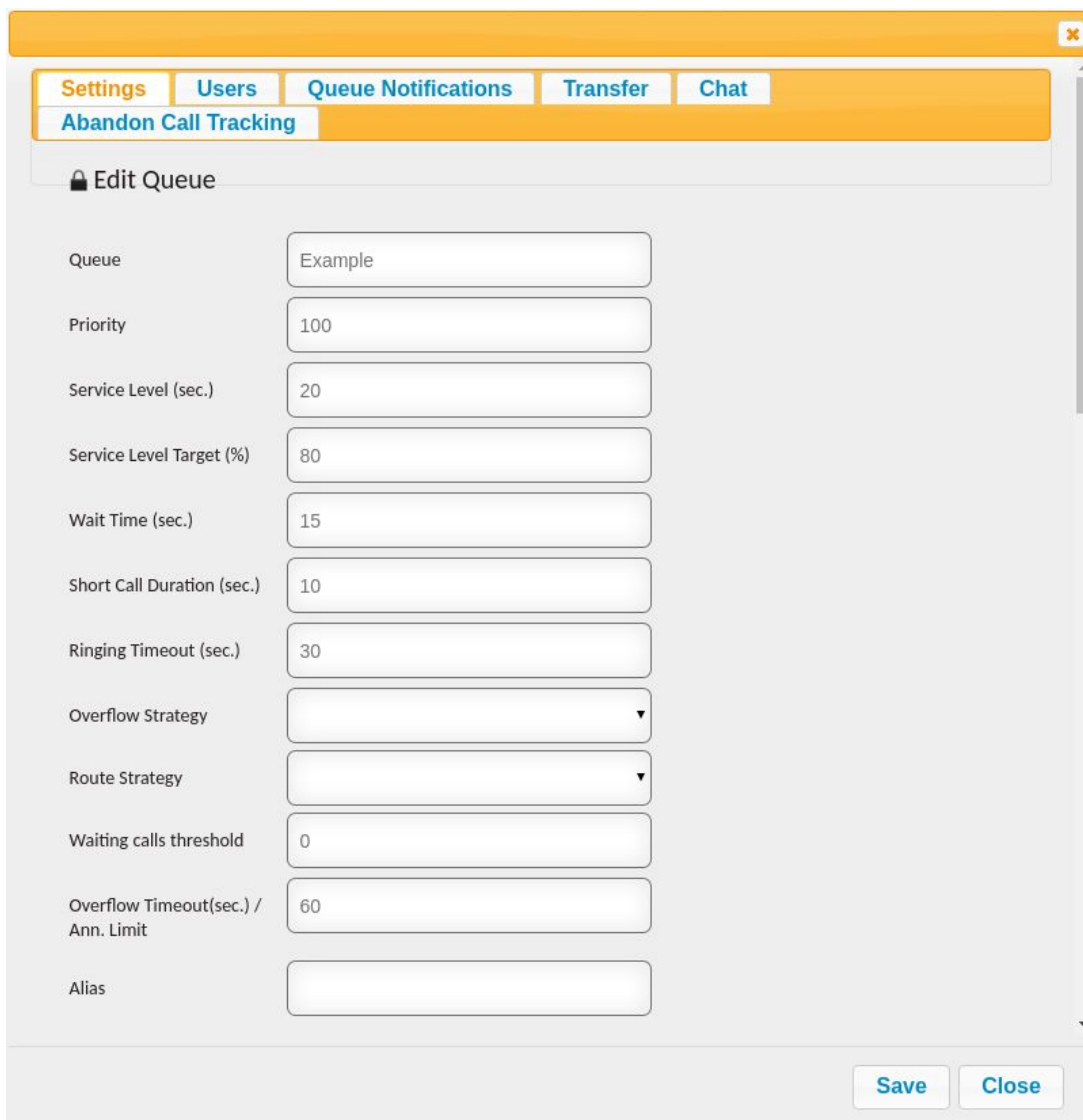
   queue list.

(Note: For more advanced queue settings see below, Editing a queue section for more

information)

Editing a Queue

1. To edit a queue, click the edit button, 🖊, located on the far right of the IVR name
   after the "Default" column as shown below:

After clicking the edit button, the queue window will appear as shown:

The following tabs listed at the top of the pop-up window are explained in detail below:

Settings Tab

1. In the "Queue" input box, type the desired name for the queue.

2. In the "Priority" input box type the desired priority level for the queue. For example, a queue with a priority of 100 will receive top priority for calls, whereas a lower priority number would not.

3. In the "Service Level (sec)" input box, type the desired time frame for the target service level (answered calls/total calls) to be calculated. The default Service Level is shown below:

Service Level (sec.)	20

4. In the "Service Level Target (%)" (answered calls / total calls) type, the desired service level target percentage. (Default is 80% meaning the target is to answer 80% of the incoming calls within the Service Level (sec) period) . The default is shown below:

Service Level Target (%)	80

5. In the "Wait time (sec)" type, the desired wait time. (Wrap-up time frame for agent)

Wait Time (sec.)	15

6. The "Short Call Duration (sec)" type the desired time used for calculating whether the call is a short call or not. The default time is shown below:

Short Call Duration (sec.)	10

7. In the "Ringing Timeout (sec)" type, the desired ringing timeout. The default time is shown below:

Ringing Time (sn)	30

8. In the "Overflow Strategy" dropdown box, select from the following options:
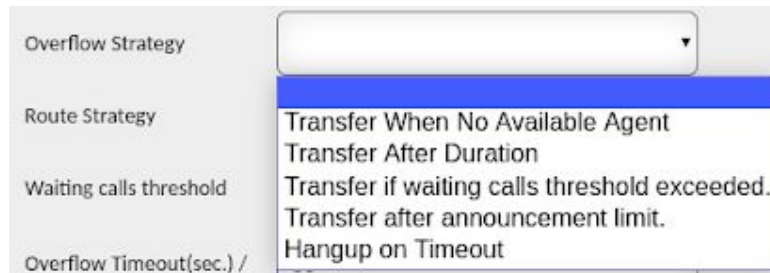
The following overflow strategies are explained in detail below:

Transfer When No Available Agent	Transfers when no available agent is available.
Transfer After Duration	Transfers call after duration.
Transfer if the waiting calls threshold exceeded.	Transfers waiting calls if the threshold is exceeded.
Transfer after the announcement limit.	Transfers call after the announcement limit.
Hangup on Timeout	Hangup calls after the timeout.

9. In the "Route Strategy" dropdown box, select from the following options:

The following overflow strategies are explained in detail below:

FIFO	Calls are held in the queue and answered based on a First In First Out strategy.
LIFO	Calls are held in the queue and answered based on a Last In First Out strategy.

10. In the " Waiting Calls Threshold" input box, type the desired waiting calls threshold.

11. In the "Overflow Timeout(sec.) / Ann. Limit" input box, type the desired input.

12. In the "Alias" input box, if desired, an alias number (extension) can be assigned to the queue.

13. In the "Popup" dropdown box, if desired, a popup can be added to the queue (See the Web URLs section for creating a selection for a popup).

14. In the "Popup Options" input box, type the desired popup option.

15. In the "Ringing Trigger" dropdown box, if desired, a popup can be added to the queue as a ringing trigger (See the Web URLs section for creating a selection for a popup).

16. In the "No Answer Trigger" dropdown box, if desired, a popup can be added to the queue as a no answer trigger (See the Web URLs section for creating a selection for a popup).

17. In the "Hangup Trigger" dropdown box, if desired, a popup can be added to the queue as a hangup trigger (See the Web URLs section for creating a selection for a popup).

18. In the "When Call Enters Queue" dropdown box, if desired, a popup can be added to the queue. When the call enters the queue it would be triggered (See the Web URLs section for creating a selection for a popup).

19. Below the "When Call Enters Queue" dropdown box, the following checkboxes can be selected:

Trigger Popup As Service ☐

Open In The Same Popup ☐

Send Popup Event ☐

The checkbox descriptions are defined below:

Trigger Popup As Service	This setting is used when the CRM is not browser-based.
Open in The Same Popup	Opens pop-up in a new tab.
Send Popup Event	Sends all pop-ups from the queue to the browser as an event message.

20. In the "Call Hold Music," dropdown box select the desired call hold music.

21. In the "Queue Waiting Music" dropdown box, select the desired queue waiting for music.

22. In the "Outbound Prefix" input box, type the desired outbound prefix. (Can be any number, but the same number cannot be used in different queues)

23. The following checkboxes can be selected if desired. They are explained below:

Default	Makes the queue the default queue when checked.
Auto Answer	When checked, during an incoming call, the agent does not have to select "Answer" to be connected with the customer.

24. In the "Auto Answer Delay(sec)" dropdown box, if the "Auto Answer" checkbox is checked, select the desired time delay for the auto-answer.

25. Check the "Tell Queue Order" checkbox if desired. (Tells the customer there queue number)

26. In the "Tell Queue Order Repeat Period(s)" input, if the "Tell Queue Order" checkbox was checked, type the desired time in seconds for the queue number to be repeated to the customer.

27. In the "Upper Limit For Queue Order" input box, if the "Tell Queue Order" checkbox was checked, this input box allows an upper limit to be placed on the queue order. For example, 60 customers could be waiting in a queue, but if the "Upper Limit For Queue Order" number is 20, the max number that will be announced to the customer will be 20.

28. In the "Wrapup Codes" dropdown box, a wrapup code can be selected as a default for each call within the queue, if desired.

29. Below the "Wrapup Codes" dropdown box, the following checkboxes can be selected. They are explained below:

Ask Wrapup Code	If checked, a pop-up window will appear, allowing the agent to select a wrapup code for the call.
Do Not Ask Wrapup Code For Unanswered Outgoing Calls	If check, the wrapup code pop-up window will not appear for unanswered outgoing calls.

30. In the "Location" dropdown box, if locations were created, a location can be selected for the queue. (See more information in the "Location" section)

31. If desired, the "Play Agent Announcement On Call Connected" checkbox can be selected, which will play the Agent Announcement on the connected call.

32. Once the desired changes have been made, click the "Save" button, **Save** .

Users Tab

Adding a User to a Queue

1. Click the "Add User" input box, a dropdown list will appear with active users. An
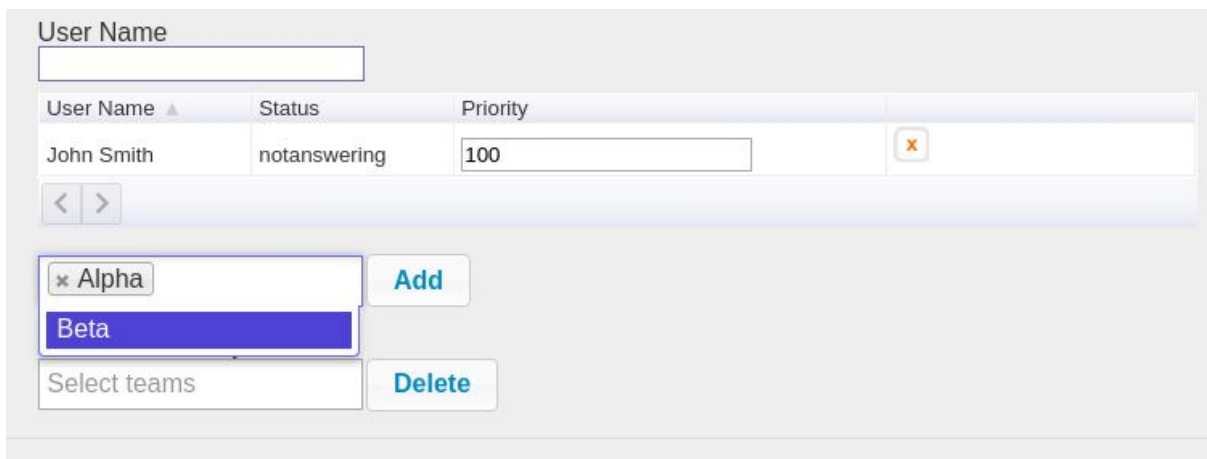
    example is shown below:
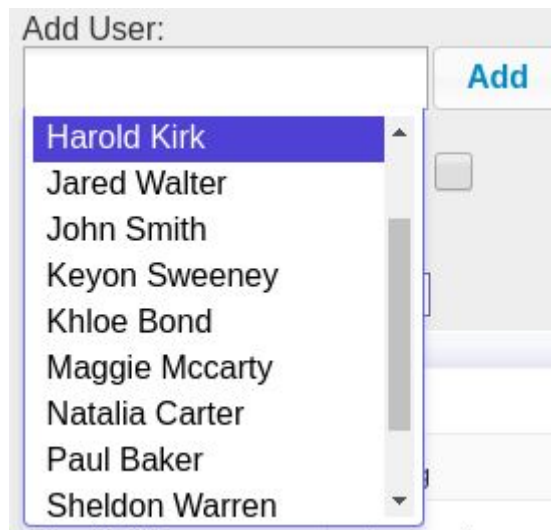
2. Use the scroll bar or directly type the user's name, then click the desired user. An

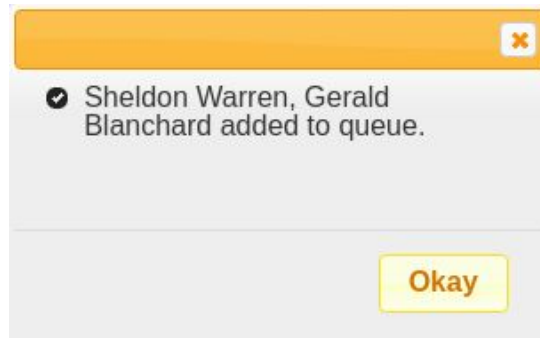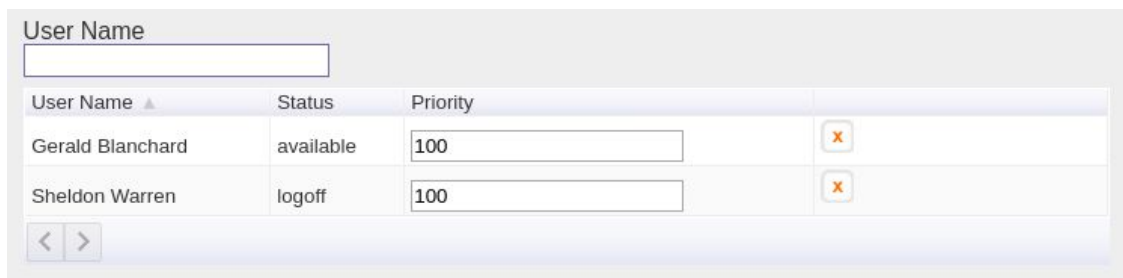   example is shown below:
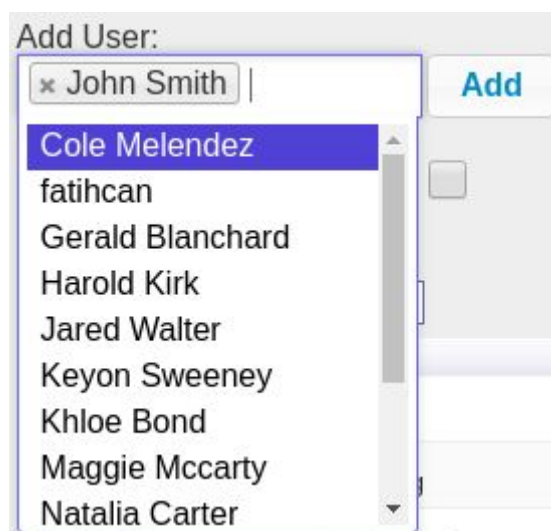
Note: Multiple users can be selected, as shown above, before adding them to the queue. To deselect a user, simply click the X, *, to the left of the user's name.*

3. Click the "Priority" input box located to the right of the "Add User" input box, type the desired priority level. For example, a user with a priority of 100 will receive top priority for calls, whereas a lower priority number user would not. This feature is primarily used for skills-based routing.

4. After the desired user(s) have been selected, click the add button, . The following pop-up window will appear showing the added users:
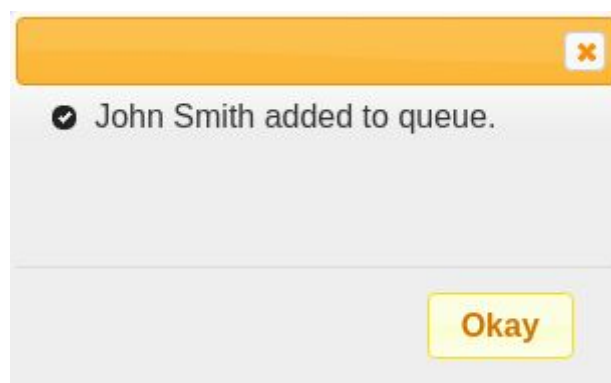
5. Click the okay button, . The added user will appear in the user list, as shown below:
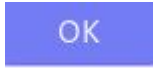
Note:

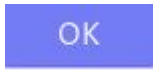*The priority Level for the user can be adjusted by clicking the "Priority" input box, located to the right of the user's status in the User Name list.*

A user can be deleted From the User Name list by clicking the delete button, ✕ , located to the right of the user's priority level. When the delete button is clicked the following pop-up will appear:

demo.callcenterstudio.com says

John Smith user will be removed from the queue. Do you
want to continue?

Cancel   OK
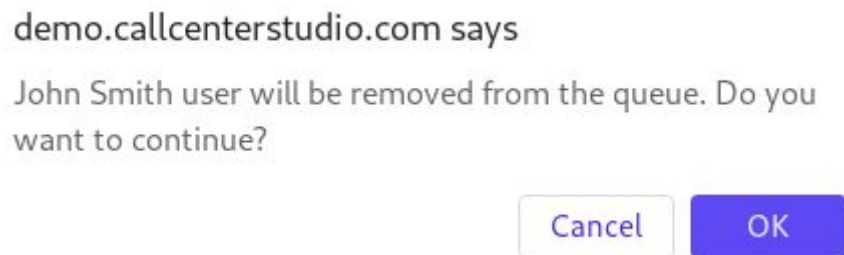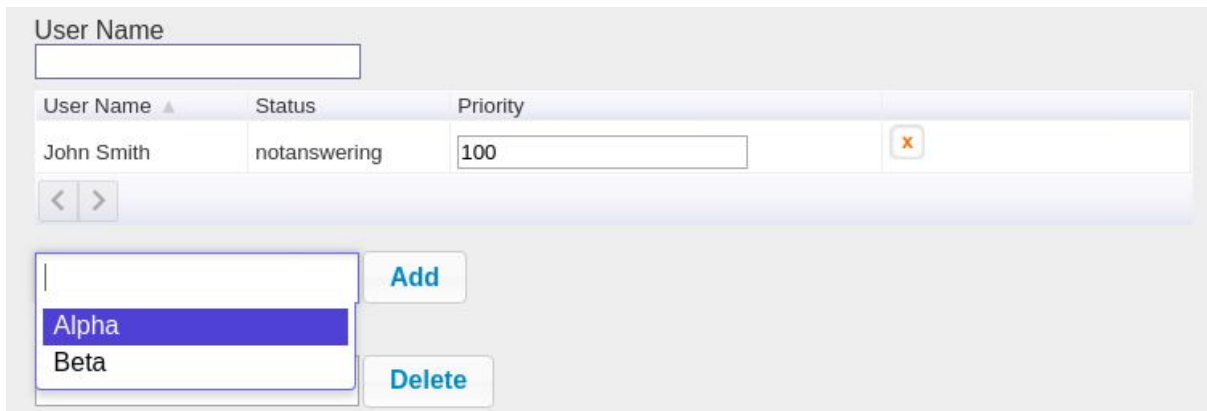
- *Select the cancel button,* Cancel *, to cancel the deletion.*

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

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

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

Adding a Team to a Queue

1. Click the "Add Team" input box. A dropdown list will appear with active teams. An example is shown below:

2. Use the scroll bar or directly type the team's name, then click the desired team. An example is shown below:

Note: Multiple users can be selected, as shown above, before adding them to the queue. To deselect a user, simply click the X, ✖ *, to the left of the user's name.*

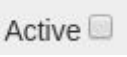3. After the desired team(s) have been selected, click the add button, **Add** . The following pop-up window will appear showing the names of the team members that have been added as shown below:

4. Click the okay button, **Okay** . The added users will appear in the user list, as shown below:

Note:

The priority Level for the users can be adjusted by clicking the "Priority" input box, located to the right of the user's status in the User Name list.

A user can be deleted From the User Name list by clicking the delete button, ✗, located to the right of the user's priority level. When the delete button is clicked, the following pop-up will appear:
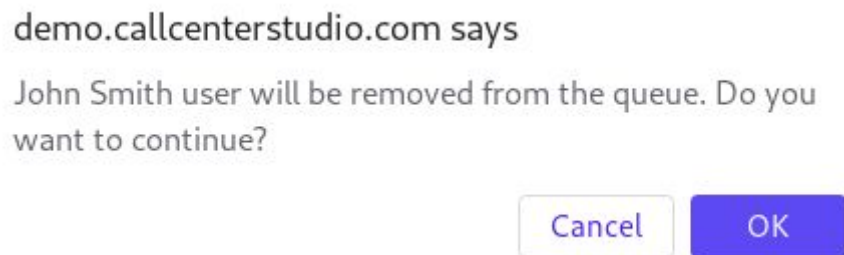
- *Select the cancel button,* Cancel *, to cancel the deletion.*

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

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

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

Removing Users by Team from a Queue

1. Click the "Remove Users By Team:" input box, a dropdown list will appear with active teams. An example is shown below:
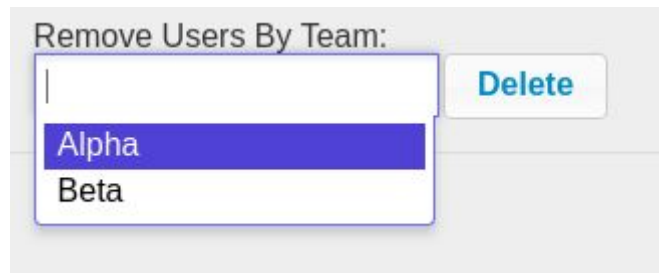
2. Use the scroll bar or directly type the team's name, then click the desired team. An example is shown below:

3. After the desired teams have been selected, click the delete button, **Delete** , The following pop-up window will appear showing the deleted users:
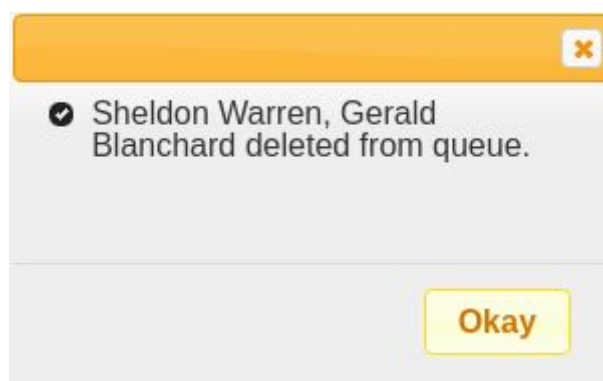
4. Click the okay button, **Okay** . The removed users will be removed from the User

Name List.

Notifications Tab

The notifications tab is used to disseminate notifications to agents based on Waiting Call or

Agent thresholds being exceeded.

Note for any queue notification to occur using either the Waiting Call Notification or Agent

Ready Notification, the Active checkbox, Active ☐ *, must be checked. It is located to the*
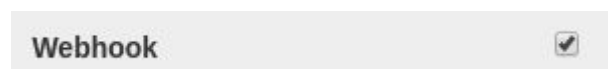
right of each notification title, as shown below:
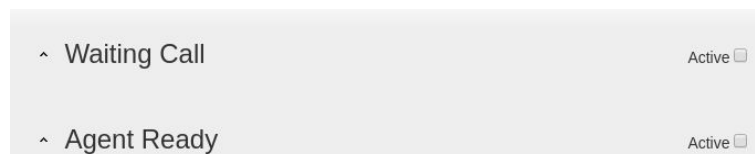
Waiting Call Notification

1. Click the chevron, ^ , located to the left of "Waiting Call," the selection will
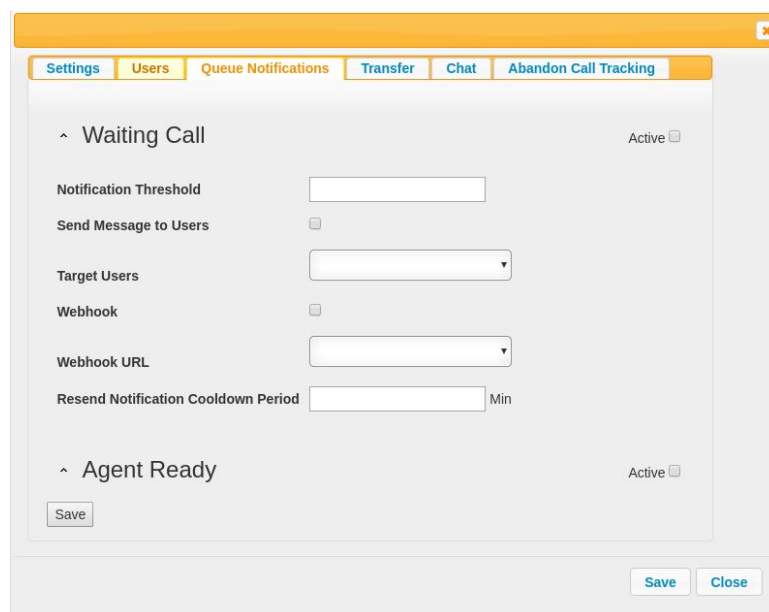
   expand as shown below:

2. Click the "Notification Threshold" type the desired number of waiting calls until the notification occurs.

3. If desired, click the "Send Message to Users" checkbox. (If checked, the agents will receive a notification regarding the waiting call threshold.

4. If the "Send Message to Users" checkbox is checked, the Target Users dropdown box can be clicked to choose which users to send the notification to. The following image shows the dropdown box options:
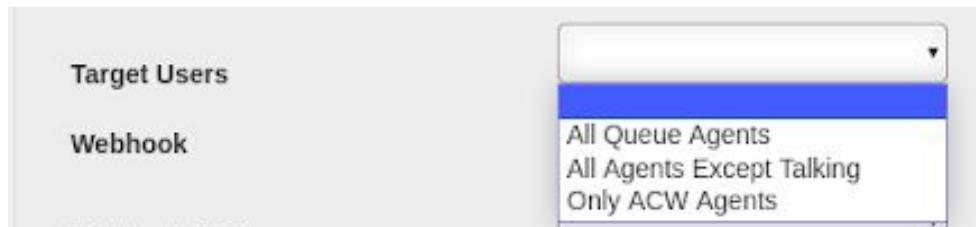

5. Select the desired option.

6. A webhook can be added to the waiting call notification. Check the "Webhook" checkbox, as shown below:

7. After the "Webhook" checkbox is checked, click the "Webhook URL" dropdown box, a list of available Webhook URL options is available (For creating additional options see the "Web URL" section).

8. In the "Resend Notification Cooldown Period" input box, type the desired time for the cooldown period (minutes).
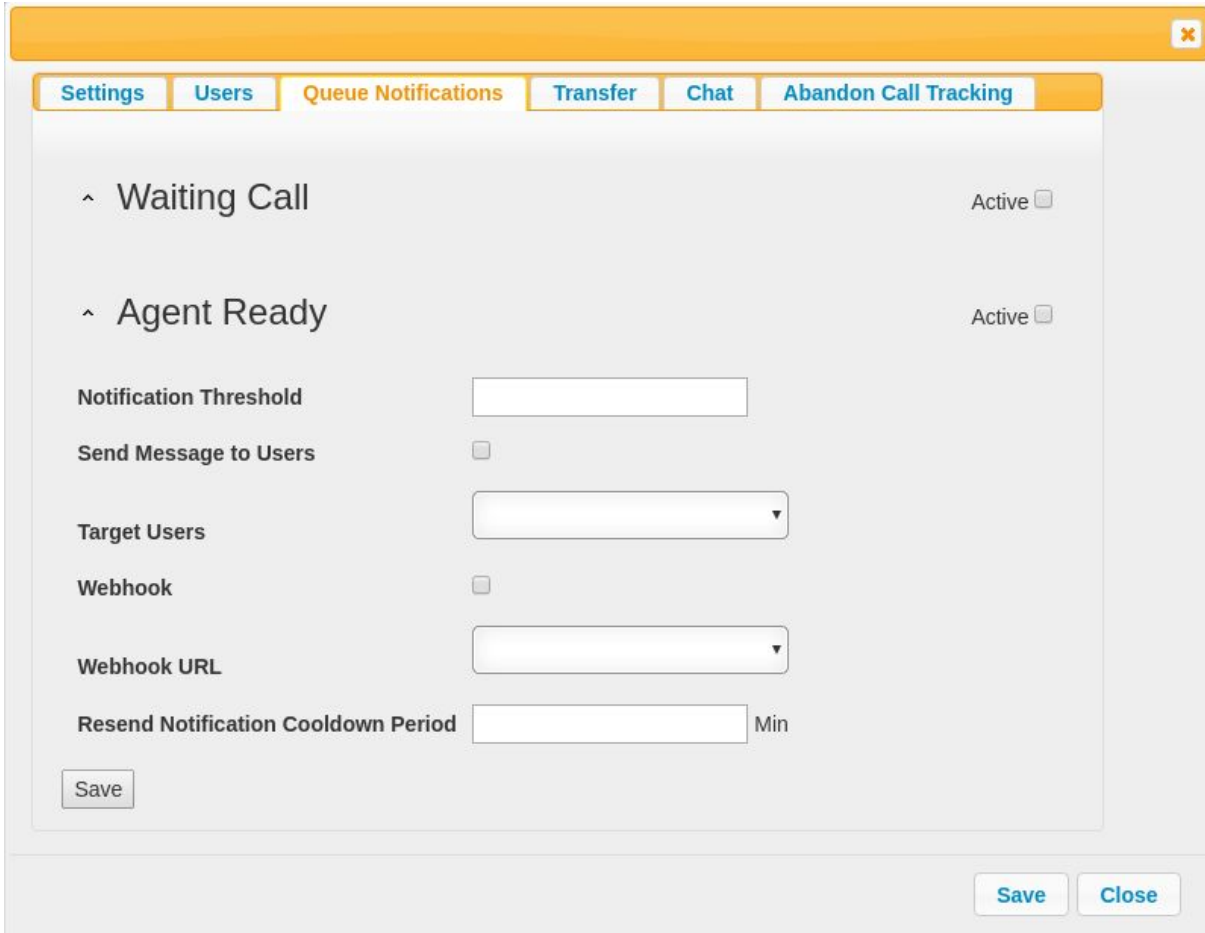
9. After Desired changes have been made, click the save button, Save , the following

  pop-up window will appear:

Notification settings were successfully saved.

Okay
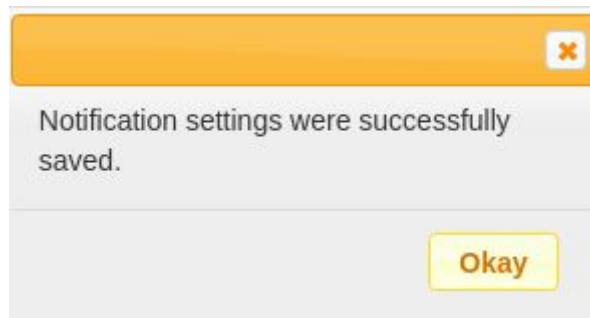
10. Click the Ok button, Okay .

Agent Ready Notification

1. Click the chevron, ⌃ , located to the left of "Agent Ready," the selection will expand as shown below:


2. Click the "Notification Threshold" type the desired number of waiting calls until the notification will occur.

3. If desired, click the "Send Message to Users" checkbox. (If checked, the agents will receive a notification regarding the waiting call threshold.

4. If the "Send Message to Users" checkbox is checked, the Target Users dropdown box can be clicked to choose which users to send the notification to. The following image shows the dropdown box options:
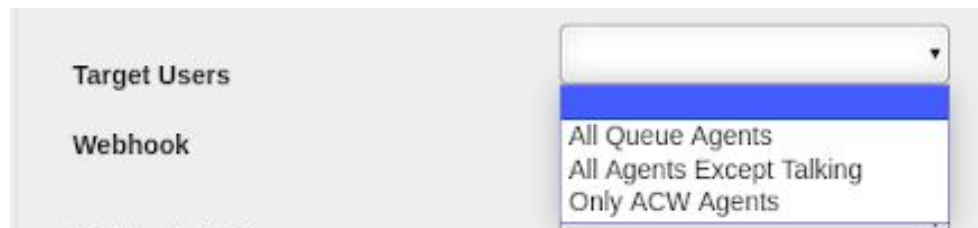

5. Select the desired option.

6. A webhook can be added to the waiting call notification. Check the "Webhook" checkbox, as shown below:

7. After the "Webhook" checkbox is checked, click the "Webhook URL" dropdown box, a list of available Webhook URL options is available (For creating additional options see Web URL section).

8. In the "Resend Notification Cooldown Period" input box, type the desired time for the cooldown period (minutes).

9. After Desired changes have been made, click the save button, [Save] , the following
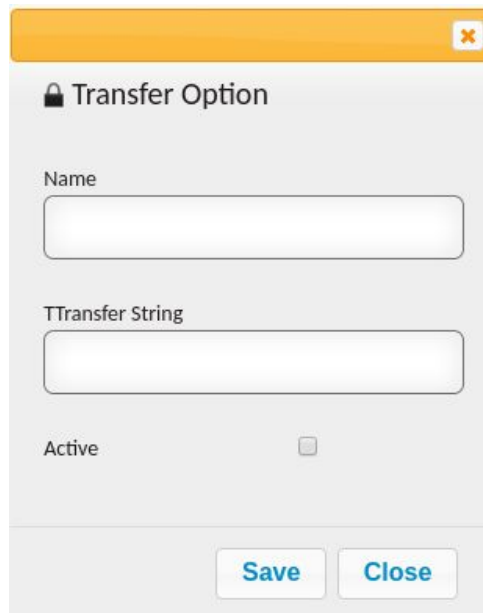
pop-up window will appear:

Notification settings were successfully saved.

Okay
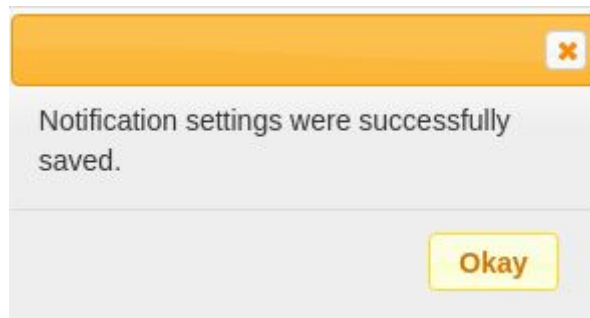
10. Click the Ok button, [Okay] .

Transfer Tab

The transfer tab is used to add direct user's lines using a transfer string to the queue (If the overflow strategy is set for transfer).

Adding a Transfer

1. Click the Add button located in the top right-hand corner of the transfer tab. ➕ . The following pop-up will appear:

2. Click the "Name" input box, type the name of the person that the call will be transferred to.

3. Click the "Transfer String," type a transfer string using the following format:

   SIP/Gateway Name/transfer phone number

4. Select "Active."

5. Click the save button, **Save** .

Editing a Transfer

1. Click the edit button, ✏, located to the far right of the transfer name.

2. Make the necessary changes.

3. Click the save button, **Save** .
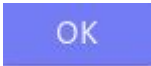
Deleting a Transfer

1. From the Transfer 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,* **Cancel** *, to cancel the deletion.*

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

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

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

Chat Tab

The chat tab is used to enable the chat feature for the queue, and to manage the ringing

timeout setting.

1. To enable chat, check the "Enable Chat" checkbox, as shown below:
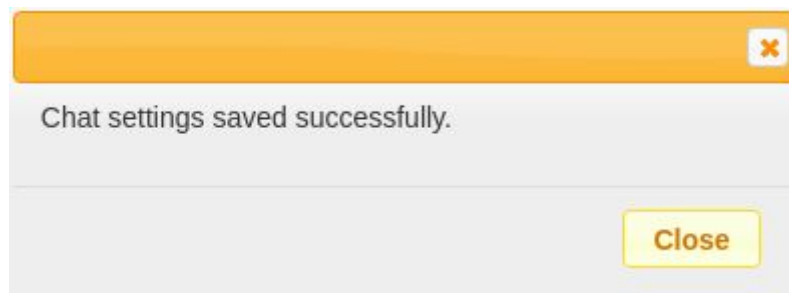

2. Click the "Ringing Timeout" input box, type the desired ringing timeout (seconds).

    The default is shown below:

3. Click the save button, located under the "Ringing Timeout" input box. The following
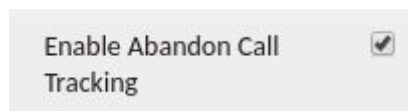
    pop-up window will appear:

4. Click the close button, .

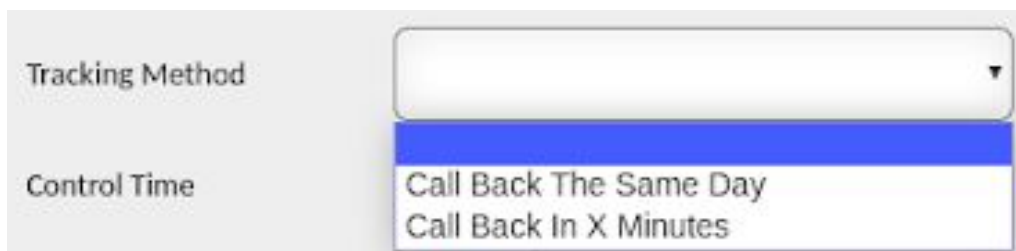## **Abandon Call Trafficking Tab**

The abandoned call trafficking tab is used to enable tracking of abandoned calls and to manage the tracking method.

1. To enable abandon call trafficking, check the "Enable Abandon Call Tracking" input box, as shown below:

2. Click the "Tracking Method" dropdown box. The following selections can be made:

Note: If "Call Back The Same Day" was selected. No further settings need to be adjusted.

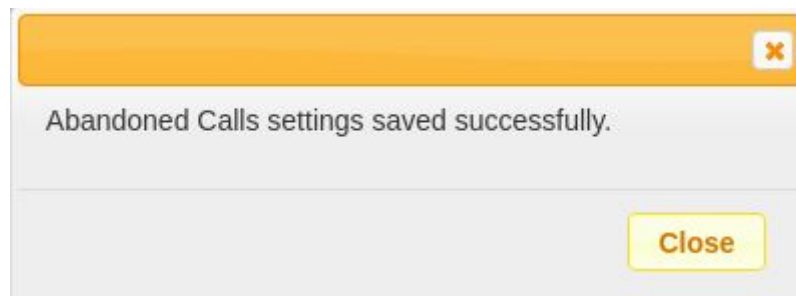Simply click the save button, , located under the "Control Time" input box.

3. If "Call Back In X Minutes" was selected, click the "Control Time" and input the "X" value (minutes). An example is shown below:

4. Click the save button, Save , located under the "Control Time" input box. The

    following pop-up window will appear:

    Abandoned Calls settings saved successfully.
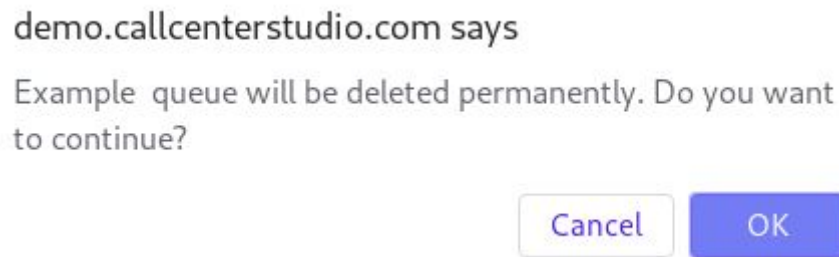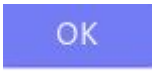
    Close

5. Click the close button, Close .

Deleting a Queue

1. From the Queue 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:

   demo.callcenterstudio.com says

   Example queue will be deleted permanently. Do you want to continue?

   [Cancel] [**OK**]

- *Select the cancel button,* Cancel *, will cancel the deletion.*

- *Select the OK button,* OK *, will confirm the deletion.*

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

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

Searching for a Queue

1. Click the "Queue" input box, type the queue's name. The input box is shown below:

   Queue

Note: Partial names can be used when spelled correctly.