

Applications

Queues

Queues are used to setup waiting lines for callers. Also known as FIFO Queues.

The Queues feature is rarely used for call center type work. When needed, [Call Center](#) is usually used instead.

Queues

SEARCH

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Name	Number	Context	Order	Enabled	Description	+ ×
Sales Queue		domain.tld	300	True	Sales Queue	+ ×

Queue Add

BACK

SAVE

In simple terms queues are holding patterns for callers to wait until someone is available to take the call. Also known as FIFO Queues.

Name	Sales Queue The name the queue will be assigned.
Extension	4000 The number that will be assigned to the queue.
Order	300
Enabled	True
Description	Sales Queue

Agent Details

SAVE

Queue Extension Number	5000 The extension number for the Agent FIFO Queue. This is the holding pattern for agents waiting to service calls in the caller FIFO queue.
Login/Logout Extension Number	6000 Agents use this extension number to login or logout of the Queue. After logging into the agent will be ready to receive calls from the Queue.

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