

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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<input type="checkbox"/> Name	Number	Context	Order	Enabled	Description	<input type="button" value="+"/>	<input type="button" value="x"/>
<input type="checkbox"/> Sales Queue		domain.tld	300	True	Sales Queue	<input type="button" value="edit"/>	<input type="button" value="x"/>
						<input type="button" value="+"/>	<input type="button" value="x"/>

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	<input type="text" value="Sales Queue"/>	The name the queue will be assigned.
Extension	<input type="text" value="4000"/>	The number that will be assigned to the queue.
Order	<input type="text" value="300"/>	
Enabled	<input type="text" value="True"/>	
Description	<input type="text" value="Sales Queue"/>	

Agent Details

Queue Extension Number

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

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.

SAVE

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