Office Manager:
Call Queues

Contents

1. Office Manager: Call Queues

The Call Queues icon, as seen in figure 1.a, will take you to the Call Queues center as seen in figure 1.b.

Call Queues are place holders for calls to sit that are waiting to be answered. A Call Queue can be configured to ring multiple devices in a certain order or a Parking Lot for a call to sit and wait until someone retrieves the call.

To navigate to the Call Queues center, as seen in figure 1.b, select Call Queues from the Manager Portal navigation icons. If the domain has any Call Queues configured, you will see them displayed here.

Figure 1.a

Figure 1.b

1.1   Add Call Queue

To add a Call Queue, click the Add Call Queue button as seen in figure 1.1.a. You will be taken to the Add a Call Queue window's Basic tab, as seen in figure 1.1.b.

Figure 1.1.a

Figure 1.1.b

1.1.1 Basic Tab

The Basic tab, as seen in figure 1.1.b, will ask you for basic information needed such as the name you would like to give the queue and extension number. The extension number cannot be changed once the queue is created.

1.1.1.1 Ring Type

The Ring Type, as seen in figure 1.1.b, controls how the call is sent to specific devices. Calls are sent to specific devices instead of users so their Answering Rules will not route to an undesired destination.

- **Round-Robin** - Routes callers to the available agent that has been idle the longest, so the agent that has not received a call in the longest amount of time will receive the call.
- **Tiered Round-Robin** - Routes callers to the available agent with escalating tiers.
- **Ring All** - Simultaneously rings all available extensions in the queue. The first agent that answers is connected with the caller.
- **Linear Hunt** - Linear Hunt calls agents in a predefined order. The order is defined when editing the queues agents after the queue has been created.

- **Linear Cascade** - Linear Cascade routes calls to groups of available agents in a predefined order. The order is defined when editing the queue's agents after the queue has been created.
- **Call Park** - Call Park allows users to send callers to an extension to wait until the call is retrieved by the person sending the call to the parking lot, or by another user on the system. Selecting Call Park will not display Pre-Queue options or In Queue options. Nor will the options to select a phone number for direct dialing, recording calls, or collecting statistics show.

1.1.2 Direct Phone Number(s)

You can select a phone number that will route directly to the Call Queue being created, as seen in figure 1.1.2.a, if your organization has any available phone numbers.
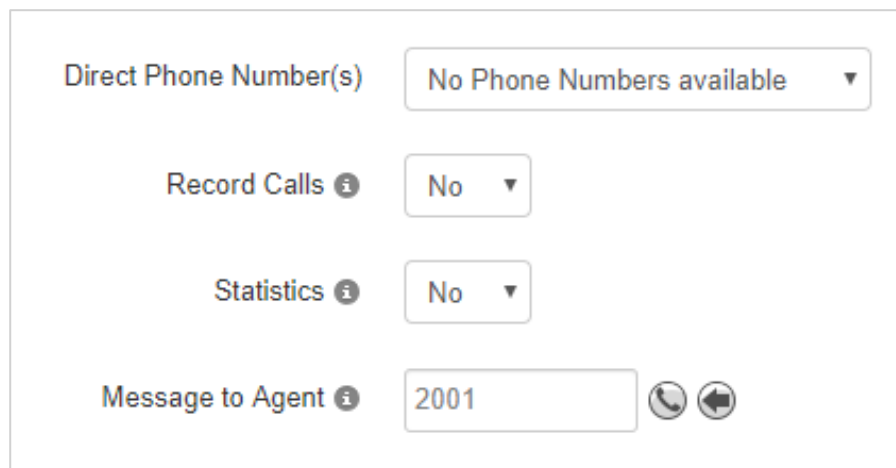
1.1.3 Record Calls

If call recording is enabled on the domain, setting Record Calls to Yes as seen in figure 1.1.2.a will record all calls that are routed through the queue being created.

1.1.4 Statistics

The Statistics option as seen in figure 1.1.2.a will collect statistics for the queue being created and provide information to the Call Center Supervisor.

1.1.5 Message to Agent

After the queue is created you can add a recorded message, as seen in figure 1.1.2.a, that will be played to the agent every time the agent answers a call from the queue will appear.

Figure 1.1.2.a

1.2 Pre-Queue Options Tab

If you select any ring type other than Call Park, the Pre-Queue options tab will appear as seen in figure 1.2.a. The Pre-Queue Options are a set of conditions that must be met before the queue will accept the call. If any of the conditions are not met the call will be forwarded to the destination in the Forward if Unavailable Field.

Figure 1.2.a

1.2.1   Require Agents

Enabling Require Agents, as seen in figure 1.2.a, will configure the queue so agents must be signed in or the call will be forwarded to the Forward if Unavailable Destination.

1.2.2   Require Intro MoH

Setting Require Intro MOH (Music on Hold), as seen in figure 1.2.a, will play the first recording in the Music on Hold Directory of the queue to the caller when they enter the queue.

1.2.3 Max Expected Wait

Max Expected Wait, as seen in figure 1.2.a, allows you to add a cap to the hold time for callers. If you set a Max Expected Wait time and it is exceeded for a new caller entering the queue the caller will be sent to the destination entered into the Forward if Unavailable Field.

1.2.4   Max Queue Length

Max Queue Length, as seen in figure 1.2.a, allows you to set a cap of how many callers the queue can have waiting at one time. If a Max Queue Length is set and a caller attempts to join the queue it will forward them to the destination entered in the Forward if Unavailable Field.

1.2.5   Allow Callback Option

The Allow Callback option, as seen in figure 1.2.a, allows for callers entering the queue to save their place in the queue and receive a call from the system when an agent is available.

1.2.6   Forward if Unavailable

The Forward if Unavailable field, as seen in figure 1.2.a, forwards calls to the destination entered if the queue has reached its expected Max Wait Time or the Max Queue Length limit has been reached. Clicking save will take you to the In Queue options tab, as seen in figure 1.3.a.

1.3   In Queue Options

The In Queue option tab, as seen in figure 1.3.a, allows you to control how the call is handled if the call meets all Pre-Queue options, and the call is accepted into the queue. This tab will change based on the ring type selected.

Figure 1.3.a

1.3.1 Queue Ring Timeout (secs)

Queue Timeout, as seen in figure 1.3.a, is a time limit that can be set for how long a call will remain in the queue before being forwarded to the destination entered into the Forward if Unanswered or voicemail of the queue. Moving the blue bar to the right will increase the amount of time in 5 second intervals. Move the bar all the way to the right for unlimited, which will permanently keep the call in the queue until someone answers or the call disconnects.

1.3.2 Agent Ring Timeout

Agent Ring Timeout, as seen in figure 1.3.a, allows you to configure how long each agent's phone in the queue will ring before moving onto the next agent. This option will not display if the call type of the queue is Ring All.

1.3.3 Initial Agent Group to Ring

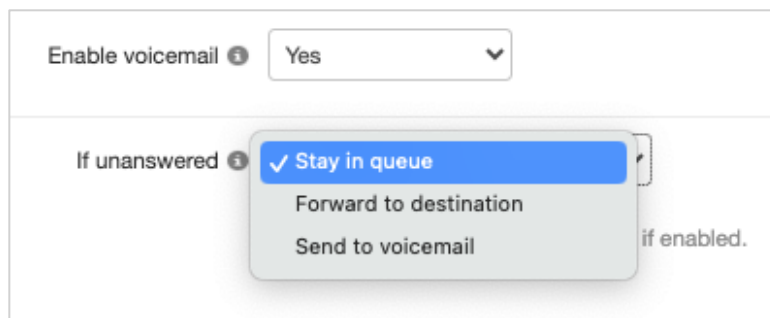This option as seen in figure 1.3.a will appear if Linear Cascade is the selected call type. This adds an additional group of agents to ring when the Agent Ring Timeout is reached. The queue will ring the first group of agents and added agents with the chosen order or lower to simultaneously ring.

You will see the option to assign an order to the agents after the queue is created on the Edit Agents page under the Order in Linear Hunt option that appears.

For example: if you choose 5 for Initial Agent Group to Ring and 5 for this option it will now ring all agents with the Order of 10 or lower. It will add 5 and ring all agents with that order or lower on every Agent Ring Timeout that is reached. You will see the option to assign agents an order after the queue is created.

1.3.4 Agent Group to Add After Timeout

This adds an additional group of agents to ring when the Agent Ring Timeout is reached. The queue will ring the first group of agents and added agents with the chosen order or lower simultaneously. For example, if you choose 5 for Initial Agent Group to Ring and 5 for this option it will now ring all agents with Order 10 or lower. It will add 5 and ring all agents with that Order or lower on every Agent Ring Timeout that is reached.

1.3.5 Enabling Voicemail

Enabling the Voicemail option, as seen in figure 1.3.6.a, will create a voicemail box for the queue and allow callers to leave a voicemail if no Forward if Unanswered has been set.

1.3.6 If Unanswered

The If Unanswered option, as seen in figure 1.3.6.a, allows you to select from three options: Stay in queue, Forward to destination, or Send to voicemail.

Figure 1.3.6.a

1.4   Managing Call Queue

Clicking Save will create the Call Queue. You will then see the call queue displayed with your other call queues as seen in figure 1.4.a. To the right of the queue name and extension you will see the ring type selected for the queue and an overview of how many callers and agents are in the queue. You will also see the options to Add Agents, Edit the Music on Hold, edit any of the options selected when creating the queue excepts for the name or extension number, and delete the queue.

Name ▲	Extension	Department	Site	Type	Callers in Queue	Agents (Available)	
Main	500	Support	Scottsdale	Ring All	0	3 (1)	
Park One	701			Call Park	0	-	
Park One	702			Call Park	0	-	

Figure 1.4.a

1.5   Edit Agents

The Edit Agent icon will take you to the Edit Agents page as seen in figure 1.5.a. Here you can add agents to the queue, modify if they can receive calls, and how many calls they can receive at one time.

1.5.1 Agent Extension

The Agent Extension field, as seen in figure 1.5.a, is where you enter the device of the agent you want to receive calls from the queue. You add agent's specific phones that you want to ring and not users, so the user's answering rules do not control how the call is routed rather than how the queue options are configured to route the call.

Figure 1.5.a

1.5.2 Status

The Status as seen in figure 1.5.a has two options: Online and Offline. If an agent is online, they can receive calls from the queue. Offline will add the user, however, they will not be sent queue calls. This is useful when you want to assign Call Center Supervisors to a queue you want them to manage but not take calls from.

1.5.3   Wrap Time

Wrap Time as seen in figure 1.5.a will not send the agent another call from the queue until that threshold has been reached.

1.5.4   Max Simultaneous Calls

Max Simultaneous Calls, as seen in figure 1.5.a, allows you to configure whether the agent can receive multiple calls from the queue, and how many total calls they can receive at one time.

1.5.5   Max SMS Sessions

Max SMS Sessions, as seen in figure 1.5.a, allows you to configure whether the agent can receive multiple SMS sessions from the queue, and how many total SMS sessions they can receive at one time.

1.5.6   Order in Linear Hunt

Order in Linear Hunt, as seen in figure 1.5.a, assigns the call queue agent to that position in the Linear Hunt order to ring.

1.5.7   Queue Priority

If an agent is being added to multiple queues, Queue Priority, as seen in figure 1.5.a, decides which queue will ring the agent when calls are waiting in multiple queues for the agent to answer.

1.5.8   Request Confirmation

This option, as seen in figure 1.5.a, will inform the agent that they are receiving a call from the queue and to press 1 to accept the call. If calls are routed to an off-net number and Request Confirmation is not enabled, the phone receiving the call voicemail could answer the call, preventing the call from going to the next agent in the queue.

1.5.9   Auto Answer

Auto Answer will have the call automatically answered by the phone the call is being sent to.

1.5.10 Save Agent

The Save Agent button, as seen in figure 1.5.a, will add the agent's phone to the devices that will ring when there is a call in the queue. After adding the agent's device, you can change any of these options by clicking the Edit Icon as seen in figure 1.5.10.a. You can also remove the agent's device by clicking the Delete icon.

Figure 1.5.10.a

1.6   Edit MoH (Music on Hold)

To the right of the Edit Agent icon in the Call Queues center page is the Edit Music on Hold Icon. Clicking Edit MoH will take you to the queue's Music on Hold Directory as seen in figure 1.6.a.

Figure 1.6.a

1.7   Add Music to Queue

Here you can Add Music by clicking the Add Music button as seen in figure 1.6.a, then selecting the audio file (must be in .WAV or .MP3 format). Name the hold music and click upload, as seen in figure 1.7.a.

The music will be played in a top to bottom format or randomized order depending on what was selected when the domain was created. You can reprioritize the order of the music by dragging and dropping it.
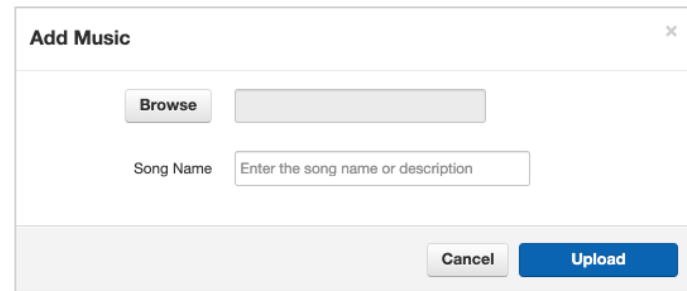
Figure 1.7.a

1.7.1 Add Introductory Greeting

Clicking the Add Introduction button will open the Add Intro Message window, as seen in figure 1.7.1.b, and will allow you to configure the queue with an Introductory Greeting, a message that will be played to every caller before they are connected with an agent. You can upload an Introductory Greeting or have the system call you to record one. Name the greeting and click save.
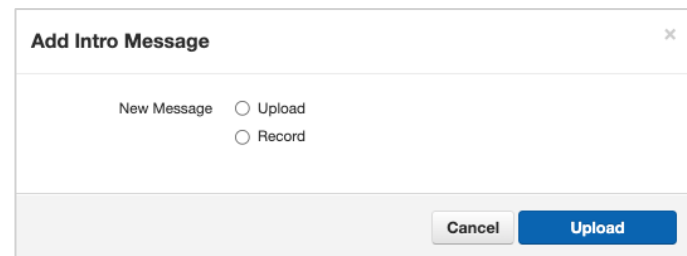
Figure 1.7.1.b

1.8   Edit Queue

To the right of the Edit MoH icon, as seen in figure 1.4.a, is the Edit Queue option, you can change any of the configuration options by clicking the name of the queue or the Edit icon.

1.9   Delete Queue

To delete a queue, click the Delete icon option as seen in the bottom right of figure 1.4.a, and confirm you would like the queue to be deleted.