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Call Queuing

Mike Johnstone - 2024-04-24 - [Number Settings](#)

Call Queuing

A Call Queue is a great feature to use to manage the volume of inbound calls. This feature can be used in conjunction with your Auto Attendant, as calls can be answered at a single number and then directed to the correct department, or queue.

To set up your Call Queue?

1. Log into your account.
2. Select **Switchboard**.
3. Select Your Number.
4. Select **Inbound**.
5. Select **Call Queuing**.
6. Select agents to be connected to call.
7. Click **Save** settings to update.

Call Queuing



Strategy

Active	<input type="text" value="All times"/>
Calling rule	<input type="text" value="Ring All - Simultaneously"/>
Queue name	<input type="text" value="1"/>
Unlimited callers	<input checked="" type="checkbox"/>
Agent timeout	<input type="text" value="15"/> sec
Retry agent	<input type="text" value="5"/> sec
Unlimited time	<input checked="" type="checkbox"/>
Position in queue	<input type="text" value="0"/> sec

Announcements

Position in queue	<input type="checkbox"/>
Announcement	<input type="text" value="Repeat (Default)"/>
Thanks for holding	<input checked="" type="checkbox"/>
Announce every	<input type="text" value="60"/> sec
Hold time to Agent	<input type="checkbox"/>
Active queue beep	<input type="checkbox"/>

Agents

Agent 1	<input type="text" value="Select Agent"/>
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+ Add

CANCEL

SAVE

Calling Rules and Queue Strategy

With the Call Queue Strategy you can set the frequency routine you want your Agents to be taking the calls. Use the following rules:

- **Ring All** - Simultaneously calls all agents in the queue.
- **Round Robin** - Rings the available agent following the order of the agents.
- **Least Ring** - Calls the Agent with the least recently called
- **Fewest Calls** - Calls the Agent with the fewest completed calls
- **Random** - Randomly calls available Agents
- **Memory Round Robin** - Takes turns ringing once each available agent is in the queue.
- **Agent Time Out:** The queue will call the agents for x seconds and then will time out and it will wait for the amount of time set in the retry agents before it rings the agents again.
- **Retry Agent:** the number of seconds before the queue tries to call the agents again once the queue has timed out.
- **Wrap-Up Time:** Wrap-Up Time is the duration provided to agents after completing a call to perform necessary tasks such as updating records, filling out forms, or making notes related to the call without being interrupted by new incoming calls.
- **Unlimited Time:** Toggle on means the caller can sit in the call queue for an unlimited amount of time. If toggled off, you can set a time limit of how long a caller will be on the call queue.
- **Timeout Queue:** The amount of time the caller will be in the queue.

Additional Features

You can further customize how the caller in the Queue is provided information on the expected time in the queue, as well as provide valuable feedback to the Agent as the call is transferred.

- **“Position in queue”** will announce the caller’s position in the queue.
- **“Hold time to agent”** will notify the agent of the time that the caller has been in the call queue.
- **“Active call queue beep”** enables the agent on a call to be notified that there is a call in the queue. ONLY when this setting is enabled the agent can then transfer current calls, between agents, and accept a new call in the queue.