

CALL QUEUES

When your business experiences high call volumes, your customers may be placed on hold before they can speak to an agent. **Call Queues** are a great way to manage waiting calls and create a convenient system for your customers and your team.

The **OMNI Portal Call Queue** lets you easily create customized queues that direct waiting calls to a designated department or group of agents. Each Queue can be edited onscreen right from your OMNI Portal, and catered to your distinct business needs with features like ring order, instant agent log in, automatic call recording, Timeout features, and many more. You'll also be able to provide callers with Hold Time updates and instructions on how to access alternate destinations and features within your enterprise, all to create an easier experience and keep them on the line.

QUEUE ANALYTICS

View real-time statistic of your queue group to see a list of waiting, completed, or abandoned calls, average hold time and call lengths, queue member statistics, and more!

Live Queue Data at 12:40:22

Queue	TechSupport
Strategy	ringall
Waiting Calls	1
Active/Logged On Members	6
Hold Time	4s
Talk Time	3m
Completed Calls	197
Abandoned Calls	17

Active Queue Member List

SIP/office-6000	50 calls taken
SIP/office-6004	34 calls taken
SIP/office-6004	0 calls taken
SIP/office-6007	30 calls taken
SIP/office-6034	27 calls taken
SIP/office-7372	38 calls taken

Waiting Calls List

1	1-(212)-600-0000 - (for 5s)
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FEATURES

- **CUSTOM QUEUE GROUPS**
Instantly add or remove queue agents.
- **RING ORDER OPTIONS**
Create a sequential list of receiving agents, or choose a ring strategy that directs calls based on queue activity.
- **AGENT ACTIVITY**
Monitor productivity for each queue agent.
- **AGENT STATUS DISPLAY**
Let your queue agents log on, log off, or indicate an alternate status simply by dialing a designated code.
- **HOLD TIME REPORTING**
Provide estimated hold times through Periodic Announcements for waiting callers.
- **CUSTOM MUSIC**
Choose the music your callers will hear while in the queue.
- **CALL RECORDING**
Save all queue calls as audio files.

For additional assistance, SCC's U.S.-based support team is proud to offer 24/7/365 support for any further questions and/or troubleshooting. Please feel free to reach out to us via call or email below.