

CALL QUEUE

ACCESS THE ENTERPRISE PANEL & MANAGE COMPANY SETTINGS

LOG IN TO THE OMNI PANEL using your username and password.

- Click the **Enterprises** link on the left-hand side of the screen to access the **Manage Enterprises** page.

Username
 Password

TYPE THE NAME OF THE ENTERPRISE you would like to manage into the **Search** bar.

- When the name appears underneath, click the arrow beside it to open its own **Enterprise** page in a new window.

NOTE: Make sure to click the arrow to manage enterprise settings. To edit enterprise information, click the name text, or search for the enterprise and click its corresponding edit button on the results page.

CREATE A QUEUE

ONCE YOUR ENTERPRISE PAGE LAUNCHES, click the **Queues** button on the left-hand side to customize the hold period for waiting callers lined in a queue, and the extensions that will answer.

Next, click the **Add New Queues** button on the **Manage Queues** page.

ON THE ADD QUEUE Page, enter or select the:

- Queue name**
- Extension used to internally call the queue**
- DID that directly connects to the queue** (optional.)
- Additional settings** (see next page.)

Edit Queue

Queue Name * Queue Extension
 Music On Hold Ring Strategy

Click the **Add Queue** button at the bottom of the page when finished.

MODIFY AN EXISTING QUEUE

Access the **Manage Queues** page and:

- Click the **Edit** button to modify an existing queue.
- Click the red **X** to delete an existing queue.

MANAGE QUEUE MEMBERS

A list of queue **Members** will appear under the **Settings** section. These Members will receive a waiting call on their respective extension.

- Modification buttons:** Edit or delete a listed member entry.
- Member:** Extension name and number.
- Penalty:** Order status in Queue.
- Active:** Status indicator (**active**/**inactive**.)

Edit	Member	Penalty	Active
	7498 office	no	●
	6033 Softphone	no	●

LEARN HOW TO ADD AGENTS TO YOUR QUEUE ON THE NEXT PAGE

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 SCC using the phone number or email below.

QUEUE AGENT SETTINGS

TO ADD A USER OR EXTENSION TO THE QUEUE, select an extension from the **Member** menu.

- To create a custom ring order, select a number from the **Penalty** menu to apply a sequence number to each member, or select **no** to exclude the extension.

Click the **add** button to finish adding the member.

An edit notification will appear at the top of the screen when the user has been added.

Status Message 10:11:42 AM
Queue edited: TechSupport

TO ADJUST AGENT INFORMATION, click the **edit** button and make any necessary changes to the agent's extension, penalty order.

- Click the square under the **Active** header to manually log the agent in or out.
- Click the red **x** to remove an agent from the queue.

Click the **Update Queue** button at the bottom of the page when done.

SELECT INCOMING CALL STRATEGIES

TO CUSTOMIZE INBOUND CALL RINGING, select an option from the **Ring Strategy** menu:

- Ring All:** Calls ring on all available extensions.
- Round Robin:** Calls ring on each extension in a random order until answered.
- Least Recent:** Calls ring on the extension with the least recent* call.
- Fewest Calls:** Calls ring on the extension that had fielded the fewest calls.
- Random:** Calls ring on a random extension.

*Select a number from the **Wrap Up Time** menu to confirm how many seconds may pass after a member hangs up one calls and receives another. Select **none** to disregard.

TIMEOUT STRATEGY

The **QUEUE TIMEOUT** limits the time a caller may remain on hold in the queue before the designation **Timeout** action occurs or the call is redirected within your enterprise.

TO LIMIT CALLER HOLD TIME, select a number (of seconds) from the Queue Timeout dropdown menu.

CHOOSE A TIMEOUT FUNCTION from the **Upon Timeout / Key Pressed** dropdown menu to choose where an inbound call is directed after the Timeout expires. If necessary, select a parameter from the second list.

Click the box next to **Key Press Exit** to enable or disable the feature.

- When **Enabled**, the caller may press a button to automatically reach the **Upon Timeout / Key Press** function.
- When disabled, the automatic **Timeout** option will be unavailable.

NOTE: When recording the **Key Press**, make sure to include a message stating, "If you wish to leave, press 9," or similar information.

QUEUE HOLD SETTINGS

SELECT A MAXIMUM QUEUE LENGTH to determine how many callers can be in the queue. Select the **unlimited** option to prevent time restrictions.

CHOOSE CUSTOM OR DEFAULT MUSIC from the **Music on Hold** menu.

NOTE: Music can be configured in the Enterprise Features page.

Music On Hold: default music
 DID: default music, ringing only

TO ANNOUNCE HOLD TIMES TO WAITING CALLERS, select an option from the **Include Hold Times** menu to announce estimated.

- Choose yes* to enable periodic announcements.
- Choose once to enable one-time announcements.
- Choose no to disable announcements.

*Select a number from the **HT Frequency** menu to define how many seconds pass between announcements.

TO PLAY CUSTOM ANNOUNCEMENTS while callers are on hold, select a prompt from the **Periodic Announcements** menu.

- Select a number from the **PA Frequency** menu to determine how many seconds pass before the prompt is repeated.

Periodic Announcements: Message
 PA Frequency (s): Message, ePolycor

NOTE: Music can be configured in the Enterprise Features page.

TO SAVE CALLS AS AUDIO FILES, click the box to enable **Record Calls**.

- Select an extension to send recorded calls to a designated mailbox (optional.)
- To hear these calls, click the Overview link on the left-hand side of the screen, then click Received Calls.

Record calls

CALLER HOLD SETTINGS

TO PLAY AN ANNOUNCEMENT FOR QUEUE MEMBERS when calls are answered, select a prompt from the **Announce to Agent** menu.

NOTE: Music can be configured in the Enterprise Features page.

Announce to Agent: Queue
 Periodic Announcements: Queue, Weather

TO ENABLE CALL WAITING, click the **Ring In-Use Channels** box.

- When disabled, calls will skip the extension, and Call Waiting will not be active.

Ring In-Use Channels
 Forward Requests ignore

TO PREVENT FORWARDED CALLS, click the ignore box beside the **Forward Requests** text.

- When disabled, call forward requests are active.

CHOOSE HOW LONG AN A MEMBER PHONE RINGS by selecting a number (of seconds) from the **Member Timeout** menu.

Auto Fill

CLICK TO ENABLE OR DISABLE AUTO FILL

- When enabled, callers will be connected to an agent if there is an agent available.
- When disabled, callers will automatically wait in the queue.



QUEUE LOG ON & STATUS CODES

Queue agents may dial customized codes to log in and out of the **CALL QUEUE** or assign a different status to their extension.

TO ASSIGN A LOG IN NUMBER, choose a digit from the **Numeric ID** dropdown menu. This creates the internal login star code for queue members.

- If the Numeric ID is **1**, queue members will dial ***881** to log in and receive incoming calls.
- The login/logout code will also be shown in the Queue logon panel at the bottom of the page.

i Queue logon

If this feature has been enabled, members can change their queue status (active) by dialing ***881** from their phones.

TO CHANGE A QUEUE STATUS, queue members can dial a designated Queue code.

NOTE: Feature must be enabled.

EXAMPLE CODES

- ***880*1** for meeting
- ***880*2** for lunch
- ***880*3** for training
- ***880*4** for shift
- ***880*5** for break
- ***880*6** for emergency
- ***880*7** for other

VIEW QUEUE STATISTICS

PRESS THE STATISTICS BUTTON to open the **Queue Data** pane and see real-time information.



- Completed and Abandoned Calls numbers will only reflect the day these statistics are viewed.
- The **Waiting Calls** list will remain empty if there are no callers in queue.
- **Hold Time** and **Talk Time** will each reflect the average, not cumulative, duration.

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 24s
Completed Calls	197
Abandoned Calls	17

Active Queue Member List

SIP/office-6000	50 calls taken (last 2017-03-30 12:11:57)
SIP/office-6004	34 calls taken (last 2017-03-30 11:21:45)
SIP/office-6004	0 calls taken
SIP/office-6007	30 calls taken (last 2017-03-30 12:32:19)
SIP/office-6034	27 calls taken (last 2017-03-29 12:08:44)
SIP/office-7372	38 calls taken (last 2017-03-30 12:06:16)

Waiting Calls List

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