

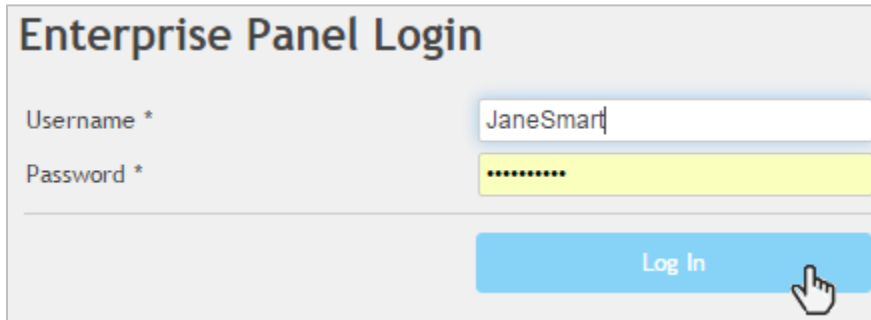
# Call Queues Manual

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# Call Queues

Log into the Admin Panel with your username and password.

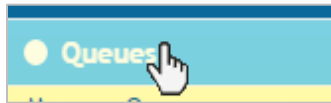


**Enterprise Panel Login**







Username \*

Password \*

On the new page, click the **Queues** button on the left-hand side of the screen.



Existing Queues will be displayed on the new page.

Edit	Extension	Name	Music On Hold	DID	Ring Strategy	Members	Stats
 	2222	Reception	music class	1-(212)-600-0000	ringall	1/2	
 	65124	Test	ringing only	none associated	ringall	1/3	

Click the edit button to modify an existing queue.



Click the red **X** to delete an existing queue.



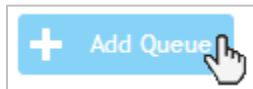
Click the Stats button to view information and statistics for a particular queue.



For more information, visit the [CALL QUEUE ANALYTICS](#) section.

## CREATING A QUEUE

To create a new queue, click the **Add Queue** button.



On the new page, enter the **Queue Name** in the text field.

Queue Name *	TechSupport
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Enter an available **Queue Extension** that can be used to call the queue internally.

Queue Extension	8888
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Make a selection from the **Music On Hold** drop-down menu to determine what queue callers will hear while waiting for an member to answer. ([Music can be configured on the Enterprise Features page.](#))

Music On Hold	default music ▼
DID	default music ringing only

Select a **Ring Strategy** from the dropdown menu.

- **Ring all** will ring on each available extension.
- **Round robin** will dial each extension in an indeterminate order until the call is answered.
- **Least recent** will ring on the extension with the least recent incoming call.
- **Fewest calls** will ring on the extension with the fewest amount of incoming calls.
- **Random** connects the call to a randomly selected extension in the queue.

Ring Strategy	ring all ▼
Maximum Queue Length	ring all round robin (memory)
Include Hold Times	least recent
HT Frequency (s)	fewest calls random

Select a **DID** that can directly connect to the queue (*optional*).

DID	none ▼
Announce to Agent	none 12012835710

Select a **Maximum Queue Length** to determine how many callers can be in the queue.

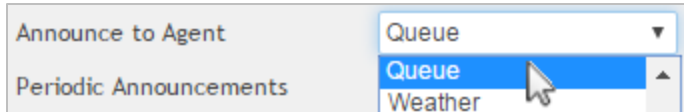


Maximum Queue Length: 100  
 Include Hold Times: unlimited

You may also select the **unlimited** option.

Select a prompt from the **Announce to Agent** dropdown menu to play when the queue member (or agent) answers the call (*optional*).

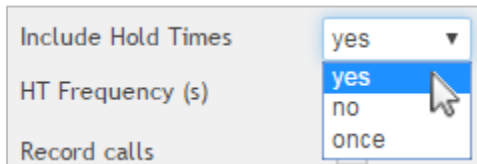
These can be managed in the **Voice Prompts** section of the Enterprise panel.



Announce to Agent: Queue  
 Periodic Announcements: Queue

Select an option from the **Include Hold Times** list.

- When **yes** is selected, the caller on hold will hear an estimated wait time.
- When **no** is selected, the caller on hold will not hear an estimated wait time.
- When **once** is selected, the caller on hold will hear an estimated wait time one time only.



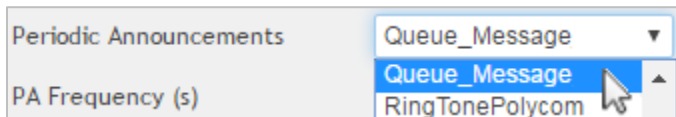
Include Hold Times: yes  
 HT Frequency (s): yes

Select a number from the **HT Frequency** dropdown list to determine how many seconds pass before the hold time prompt is repeated.



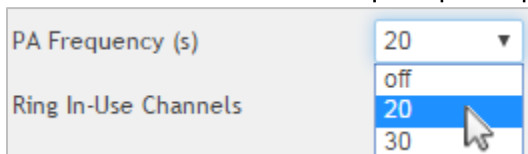
HT Frequency (s): 20  
 Record calls: 20

Select a voice prompt from the **Periodic Announcements** dropdown list to play when callers are on hold.



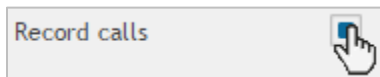
Periodic Announcements: Queue\_Message  
 PA Frequency (s): Queue\_Message

Select a number from the **PA Frequency** dropdown list to determine how many seconds pass before the **Periodic Announcement** prompt is repeated.



PA Frequency (s): 20  
 Ring In-Use Channels: 20

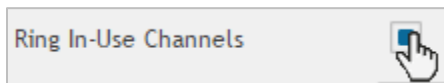
Click to enable **Record Calls**.



To hear these calls, click the **Overview** link on the left-hand side of the screen, then click **Received Calls**.

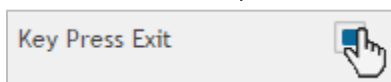
Click to enable or disable **Ring In-Use Channels**.

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



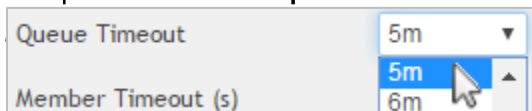
Click to enable or disable **Key Press Exit**.

- When enabled, the caller may press a button to reach the **Upon Timeout / Key Pressed** function.
- When disabled, the **Timeout** function option will be unavailable.



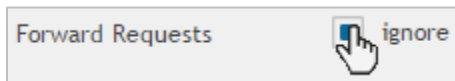
\*When recording the **Periodic Announcement**, make sure to include a message stating, "If you wish to leave, press 9," or similar information.

Select a timeframe from the **Queue Timeout** dropdown menu to determine how long a caller stays in the queue before the **Upon Timeout** function activates (**Timeout** can be set at the bottom of the

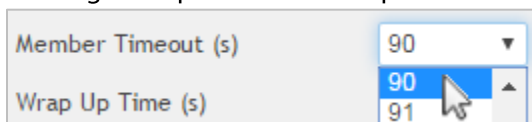


Click to determine whether **Forward Requests** are ignored (*enabled recommended*.)

- When enabled, call forward requests are rejected.
- When disabled, call forward requests are active.



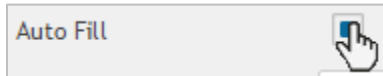
Select a number from the **Member Timeout** dropdown menu to determine how many seconds a call will ring on a queue member's phone before moving on to the next member.



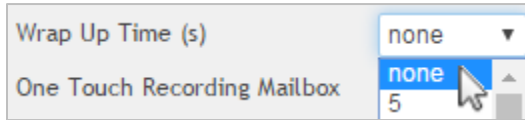
Click to enable or disable **Auto Fill**.

- When enabled, callers will be connected to an agent if there is an agent available.

- When disabled, callers will automatically wait in the queue.

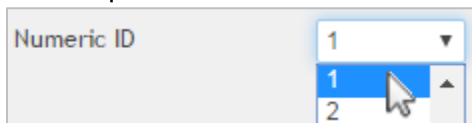


Select a number from the **Wrap Up Time** to determine how many seconds pass after a queue member hangs up one calls and receives a new call. Select none to disregard this feature.



Select a number from the **Numeric ID** dropdown menu to assign an ID number to the queue. This creates the internal login star code for queue members.

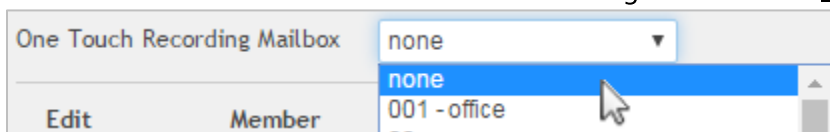
**Example:** If the **Numeric ID** is 1, queue members will dial \*881 to login and activate their phone to receive queue calls.



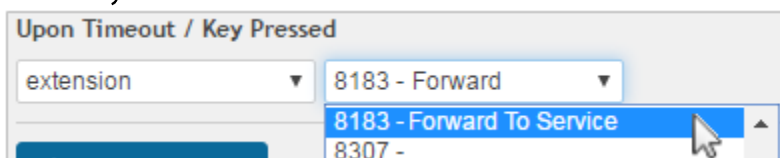
The login/logout code will also be shown in the **Queue logon** panel at the bottom of the page.



Select an extension to send recorded calls to a designated mailbox (*optional.*)









Make a selection from the **Upon Timeout / Key Pressed** dropdown menu to determine where the call is sent after the **Queue Timeout** expires. Select an option from the second (parameter) menu if necessary.



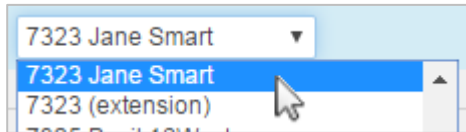
## QUEUE MEMBER LIST

The member list will appear underneath the features and setting section.

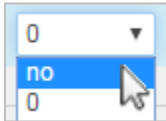
- Edit:** Modify or delete a member entry.  
**Member:** Extension name and number  
**Penalty:** Order status in Queue.  
**Active:** Status indicator. Green for active, red for inactive.

Edit	Member	Penalty	Active
 	7498 office (extension)	no	
 	6033 Softphone	no	

To add a user or extension to the queue, first make a selection from the dropdown menu.



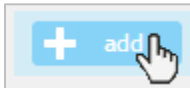
Next, select a number, or "**no**" to determine whether a penalty (order status) is active.



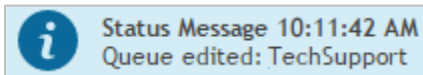
Click to square to automatically log the user in.






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



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

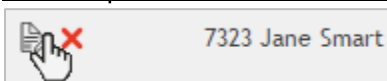


The new queue member will appear on the list.

 	7323 Jane Smart	no	
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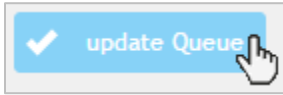
To edit a queue member's information, click the edit button.

This will provide access to the extension and penalty dropdown menus, and availability button.

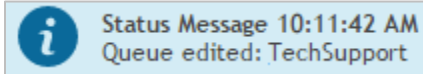




Click the **Update Queue** button to save any changes.



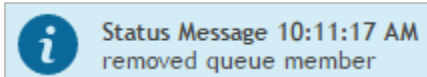
A notification will appear at the top of the screen when the edit has occurred.



To remove a member from the queue, click the delete button.



A notification will appear at the top of the screen when the edit has been deleted.



Click the **Update Queue** button to save a new queue or any changes to an existing queue.

## CALL QUEUE ANALYTICS

Press the **Stats** button to view statistics for a Queue. A new **Queue Data** pane will open.

**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/sccoffice-6000	50 calls taken (last 2017-03-30 12:11:57)
SIP/sccoffice-6004	34 calls taken (last 2017-03-30 11:21:45)
SIP/sccoffice-6004	0 calls taken
SIP/sccoffice-6007	30 calls taken (last 2017-03-30 12:32:19)
SIP/sccoffice-6034	27 calls taken (last 2017-03-29 12:08:44)
SIP/sccoffice-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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### Included Information:

<b>Queue:</b>	The name of the queue.
<b>Strategy:</b>	The Ring Strategy currently used ( <i>ring all, round robin, etc.</i> )
<b>Waiting Calls:</b>	The number of calls waiting to be answered in the queue.
<b>Active/Logged on Members:</b>	The number of active queue agents logged into the queue.
<b>Hold time:</b>	The average time queue callers spend on hold.
<b>Talk time:</b>	The average conversation length.
<b>Completed Calls:</b>	The number of completed calls on the day these statistics are viewed.
<b>Abandoned Calls:</b>	The number of abandoned calls on the day these statistics are viewed.

### Active Queue Member List

SIP/sccoffice-6000	50 calls taken (last 2017-03-30 12:11:57)
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(Member extension, number or calls answered, date and time of last call.)

### Waiting Calls List

Callers who are waiting for their call to be answered will appear on this list. If there are no waiting callers, the list will remain empty.

1	1-(212)-600-0000 - (for 5s)
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(Queue order, caller number, caller name if available, time spent on hold.)

## FREQUENTLY ASKED QUESTIONS

**Question:** What is a Call Queue?

**Answer:** Call Queues send inbound calls to a predetermined set of members or employees.

**Question:** What's the difference between a Ring Group and a Call Queue?

**Answer:** In a Ring Group, incoming calls will ring on all phones registered to the group. In a Call Queue, the call will ring on one available member's phone at a time.

**Question:** Why should I use Call Queues?

**Answer:** Call Queues help field a high volume of incoming calls, as callers are placed in a hold queue until a member answers, instead of being disconnected or sent to voicemail.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.