**Add Agents to a Call Queue**

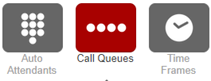
The following article outlines how to add agents to a call queue. Agents may be added per user or per phone. If added per phone, the agent will ring only that device. Answering Rules for the user are applied to user agents in call queues.

**Requirements**

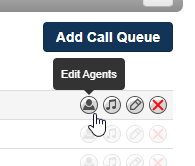
Office Manager/Call Center Supervisor access to Manager Portal or higher.

1. Log in to the Manager Portal.

2. Select Call Queues



3. Click on the Edit Agents icon for the queue you wish to modify

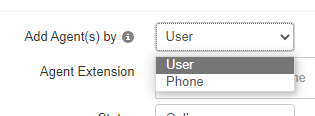


4. Click Add Agent

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5. Select whether you would like to add user-based agents or phone-based agents. User-based agents will follow the answering rules of the user. Phone-based agents will ring only that device.



6. Select the extension(s) or phone(s) you wish to add in the Agent Extension field. You may also add a Remote Agent by entering the phone number you wish to ring.

NOTE: Remote agents (off-net phone numbers) must be added as Phones, not users, do not track active calls, and do not respect Max Simultaneous Calls.

7. Configure the agent settings.

**Status**: Whether the agent will start out as Online or Offline when added. Phones that are not registered will always show as offline.

**Wrap up time (sec)**: Amount of time given after an agent completes a call before they start receiving calls again.

NOTE: Call Wrap Up Time does not work if Max Simultaneous Calls is greater than 1.

**Max Simultaneous Calls**: Number of calls an agent may be on at once.

NOTE: This setting only applies to the call queue. Direct calls or transfers will not count against this limit.

**Max SMS Sessions**: Number SMS Sessions an agent may have open at once if SMS via Call Queue is configured.

**Order in Linear Hunt**: If the queue is a Linear Hunt or Linear Cascade, this is the order in which the agent will ring.

**Queue priority for agent**: If the agent is in multiple call queues, they will receive calls for the queue with the higher priority first. (Lower number = higher priority)

**Request Confirmation**: Requires the agent to press 1 to accept the call before connecting. Recommended for off-net agents.

**Auto Answer**: Automatically answer the call when one comes in

8. Click Save Agent

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9. Click Done

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