**Create Intro Greeting for a Call Queue**

The default behavior of a Call Queue is to play the domain's music on hold. It is possible to add a greeting in front of it so a caller will hear any important messages just before hitting a Call Queue.

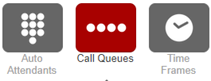
**Requirement**s

Office Manager access to the Manager Portal or higher.

**Require Intro MOH on the Queue**

1. Log in to the Manager Portal.

2. Navigate to Call Queues.



3. Click on the queue to modify.

4. Navigate to Pre Queue Options and set Require intro MOH to Yes.

A screenshot of a phone

Description automatically generated

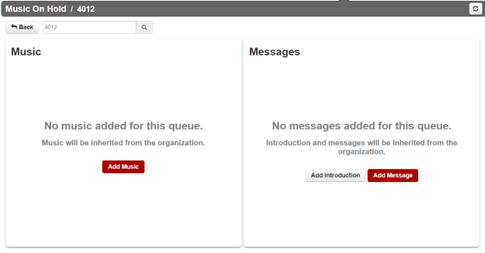
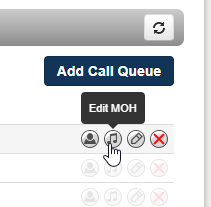
5. Click Save

A blue rectangle with white text

Description automatically generated

**Upload Intro Greeting to Call Queue**

1. To the right of the call queue, click on the Edit MOH button.



2. Click on Add Introduction.

A screenshot of a computer

Description automatically generated

3. Select Upload, or Record.

**Upload:** Browse and upload a wav or mp3 file, enter a name in the description field

**Record:** Enter an extension or phone number and name in the description field. Click Call. The PBX will call the entered number to record a message.

4. Click Save