**Create a Call Queue**

The following steps will allow you to create a Call Queue. This feature allows PBX administrators to manage high traffic call flows. This feature is sometimes called an ACD (which stands for Automatic Call Distribution). When all lines are in use for the company or group, you can place the caller in queue until the next available agent is free instead of having the caller listen to a busy signal or sending them to voice mail. While in a queue, callers can hear music on hold or custom company announcements. There are several different types of queues that can be used depending on business needs.

**Requirements**

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

**Types of Call Queues**

**Round-robin (longest idle):** This type of queue routes callers to the available agent that has been idle the longest.

**Ring All**: This type of queue routes callers to all available agents at the same time.

**Linear Hunt:** This type of queue routes callers to the available agents in a predefined order. The order is defined when editing the queue's agents.

**Linear Cascade:** This type of queue routes callers to groups of available agents in a predefined order. The order is defined when editing the queue's agents.

**Call Park:** This feature places the caller on hold until an agent retrieves them. It is not used for ACD functionality.

**Create a Call Queue**

1. Log in to the Manager Portal.

2. Select Call Queues.

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Description automatically generated

3. Click Add Call Queue.

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4. Complete the following fields:

**Name**: Enter a descriptive name for the queue

**Extension**: Choose an extension per Reserved Number Space.

NOTE: This should be a new extension number every time. You should never create a call queue using an existing extension.

**Department**: Specify a department for the queue to include this in department-specific filters. This is optional.

**Site**: Specify a site for the queue to allow Site Managers to view the queue. This is optional.

**Type**: Select the type of Call Queue

**Record Calls**: Select Yes to automatically record calls in the queue.

NOTE: This will only cause queue calls to be recorded. Calls transferred or parked to another extension will not have the remaining legs recorded unless that extension has recording enabled.

**Statistics**: Yes

A screenshot of a phone number

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5. Click **Next**

6. The **Pre Queue Options** define what occurs before the call is put into the queue.

**Require Agents:** Require at least one agent to be online before sending callers to the queue. Otherwise, callers will go to the Unanswered destination in In Queue Options

**Queue Audio:** This allows a choice between music on hold or ring back playing while in the queue.

NOTE: This option will no longer appear after the queue is created.

**Require intro MOH**: Plays a complete initial greeting before placing callers in the queue. This is useful for "All Calls Recorded" and similar messages.

**Max Expected Wait (sec):** The time in seconds before the queue is unavailable to new callers. This applies when the queue's average wait time reaches the maximum expected wait.

**Max Queue Length**: Maximum amount of callers allowed in the queue before it's full and unavailable to new callers.

**Allow Callback Option**: Allow the system to prompt for a callback option instead of waiting if timing conditions are met. Callers will be called back in the order they entered the queue.

**Forward if unavailable**: Where to send calls if the queue if Max Expected Wait or Max Queue Length is met.

7. Click Next

A screenshot of a call request

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8. **In Queue Options** affect calls in the queue. Some of these options may or may not appear depending on the queue type selected.

**Queue Ring Timeout (sec)**: How long the queue will attempt to ring agents before following an exit option.

**Agent Ring Timeout (sec)**: How long the queue will ring a group of agents before moving on to the next available group. This should be less than the Queue Ring timeout.

**Initial Agent Group to Ring:** The first group of agents to ring based on their predefined Order. All agents with the chosen Order and lower will ring. For example, if you choose 5 for this option all agents with Order 5 or lower will ring.

**Agent Group to Add After Timeout:** This adds an additional group of agents to ring when the Agent Ring Timeout is reached. The queue will ring the first group of agents and add agents with the chosen order or lower simultaneously. For example, if you choose 5 for Initial Agent Group to Ring and 5 for this option it will now ring all agents with Order 10 or lower. It will add 5 and ring all agents with that Order or lower on every Agent Ring Timeout that is reached.

**Logout agent on missed call:** Will log the agent of a call queue if they miss a call. The agent will need to login back in before being able to receive additional calls.

**Forward if unanswered**: Where to send the call if agents fail to answer before the Queue Ring Timeout.

**Voicemail:** Callers will be sent to the queue's voicemail if agents fail to answer before the Ring Timeout and Forward if unanswered is not set. This will also trigger the system message; “Please continue to hold or press 2 to leave a voicemail” and then return the call back to the queue if nothing is pressed.

NOTE: Typically, this should be set to No.

9. Click Next

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