



Call Queuing

Santiago Garcia - 2024-07-24 - Inbound

Call Queuing

Even in the age of WhatsApp and "X" phone calls remain a vital tool for business.

A Call Queue is a powerful application for managing incoming calls, giving businesses the sophisticated call routing used by large corporations. When paired with an [Auto Attendant](#) and [Time Schedules](#), a call queue ensures each call is directed to the right department or person, regardless of location or time zone. By intelligently routing calls, a Call Queue enhances the customer experience and keeps your team organized and efficient.

To access and set up your call queue, follow these steps:

- Select **Switchboard** > Select Your Number.
- Select **Inbound** > **Call Queuing** > **Config Queuing Preferences**.

Call Queuing ^

Strategy

Active During Work Hours

Calling rule Ring All - Simultaneously

Queue name Support Queue

Unlimited callers

Agent timeout 15 sec

Retry agent 5 sec

Unlimited time

Wrap up time 0 sec

Strategy

With the Call Queue Strategy, you can set the frequency routine you want your Agents to be taking the calls.

Active

You can choose the desired schedule for your call queue, including options such as All Times, During Work Hours, Outside Work Hours, During Available Hours, Outside Available Hours, During User-Defined Hours, and Outside User-Defined Hours. For more detailed information, please refer to our [Time Schedules](#) guide.

Calling Rule

- **Ring All** - Simultaneously calls all agents in the queue.
- **Round Robin** - Rings the available agent following the order of the agents.
- **Least Ring** - Calls the Agent with the least recently called
- **Fewest Calls** - Calls the Agent with the fewest completed calls
- **Random** - Randomly calls available Agents

- **Memory Round Robin** - Takes turns ringing once each available agent is in the queue.

Additional Features

You can further customize how the caller in the Queue is provided information on the expected time in the queue, as well as provide valuable feedback to the Agent as the call is transferred.

- **“Position in queue”** will announce the caller’s position in the queue.
- **“Hold time to agent”** will notify the agent of the time that the caller has been in the call queue.
- **“Active call queue beep”** enables the agent on a call to be notified that there is a call in the queue. ONLY when this setting is enabled the agent can then transfer current calls, between agents, and accept a new call in the queue.



Tags

Inbound