Call Queuing

Long wait times means abandoned calls, lowered customer satisfaction and ultimately lost business. **Call Queuing** is perfect for busy front office or receptionist functions where incoming calls are directed to a pilot number. Using the CloudPBX you can set the position in the queue announcement frequencies, maximum number of callers in queue and a variety of time out values.
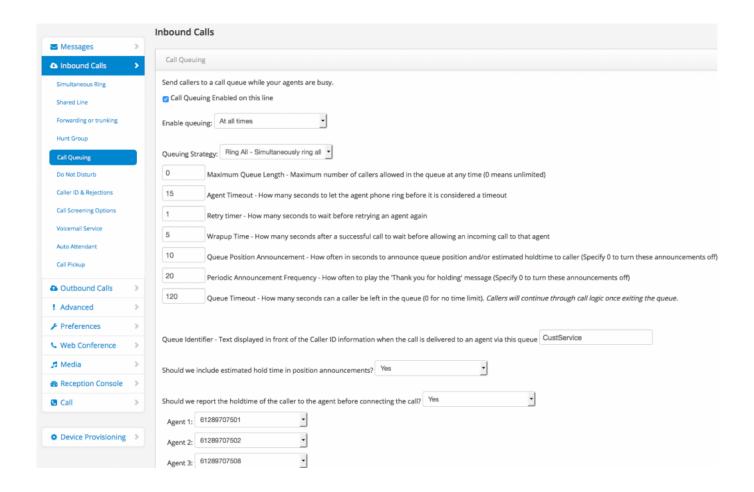
Go one step further and link CloudPBX Auto Attendant to the your advertised number to easily direct calls to sales, support or the finance group for example; providing a feature to your callers normally only available to large call centers.

If for what ever reason your agents are unable to answer the calls, you can redirect to a call forwarding, simultaneous ring or even just prompt to leave a voicemail message.

NOTE: Call Queues can only ring the main registered number as an agent and you cannot have shared line appearance lines (i.e.. 442034567890-1, -2, -3, -4 or -5) attached to queues. These shared lines will simply not ring on a queue - only the main number.

Quick Guide

1. Log into https://now.tel2.co.uk > select the number you want to use Call Queuing with.
2. Select **Cloud PBX** > **Inbound Calls > Call Queuing**
3. Click **Call Queuing to Enabled.**
4. Select agents to be connected to call.
5. Click **Save settings** to update.

Inbound Calls

Call Queuing

Send callers to a call queue while your agents are busy.

☑ Call Queuing Enabled on this line

Enable queuing: [At all times ▾]

Queuing Strategy: [Ring All - Simultaneously ring all ▾]

0	Maximum Queue Length - Maximum number of callers allowed in the queue at any time (0 means unlimited)
15	Agent Timeout - How many seconds to let the agent phone ring before it is considered a timeout
1	Retry timer - How many seconds to wait before retrying an agent again
5	Wrapup Time - How many seconds after a successful call to wait before allowing an incoming call to that agent
10	Queue Position Announcement - How often in seconds to announce queue position and/or estimated holdtime to caller (Specify 0 to turn these announcements off)
20	Periodic Announcement Frequency - How often to play the 'Thank you for holding' message (Specify 0 to turn these announcements off)
120	Queue Timeout - How many seconds can a caller be left in the queue (0 for no time limit). *Callers will continue through call logic once exiting the queue.*

Queue Identifier - Text displayed in front of the Caller ID information when the call is delivered to an agent via this queue [CustService]

Should we include estimated hold time in position announcements? [Yes ▾]

Should we report the holdtime of the caller to the agent before connecting the call? [Yes ▾]

Agent 1: [61289707501 ▾]

Agent 2: [61289707502 ▾]

Agent 3: [61289707508 ▾]

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Settings

- **Maximum Queue Length**: Maximum number of callers allowed in the queue at any time (0 means unlimited).
- **Agent Timeout**: How many seconds to let the agent phone ring before it is considered a timeout.
- **Retry timer:** How many seconds to wait before retrying an agent again.
- **Wrap-up Time:** How many seconds after a successful call to wait before allowing an incoming call to that agent.

- **Queue Position Announcement:** How often in seconds to announce queue position and/or estimated hold-time to caller (Specify 0 to turn these announcements off).
- **Periodic Announcement Frequency:** How often to play the 'Thank you for holding' message (Specify 0 to turn these announcements off).
- **Queue Timeout:** How many seconds can a caller be left in the queue (0 for no time limit). After the queue times out the call will fail over in the following order – Call Forward, Simultaneous Ring and finally VoiceMail ensuring the Queue is always responded to if not by an Agent directly.
- **Queue Identifier**: Text displayed in front of the Caller ID information when the call is delivered to an agent via this queue.
- **Estimated hold time:** YES/NO advise caller the estimated hold time in queue.
- **Hold-time agent advice:** YES/NO advise agent the hold-time of the caller to the agent before connecting the call.

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