

# Queues

Auto Attendant  
Menus (IVR),  
based on Time

Welcome to Perkins Properties! If you  
your party's extension, press it at any t  
**For Sales press 1**  
For Support press 2  
For Billing press 3  
For Dial by Name Directory press 7  
For the Operator press 0

Queues allow you to manage a large  
number of incoming calls, as you  
would expect to have in a Call Center.

Inbound calls are routed only to  
“available” agents. You can play caller  
“on hold” music, give him option to  
exit the queue, and much more.

This is very intelligent application,  
offering many configuration options, as  
shown in the following pages

→ Queues

Sales Queue

Extensions

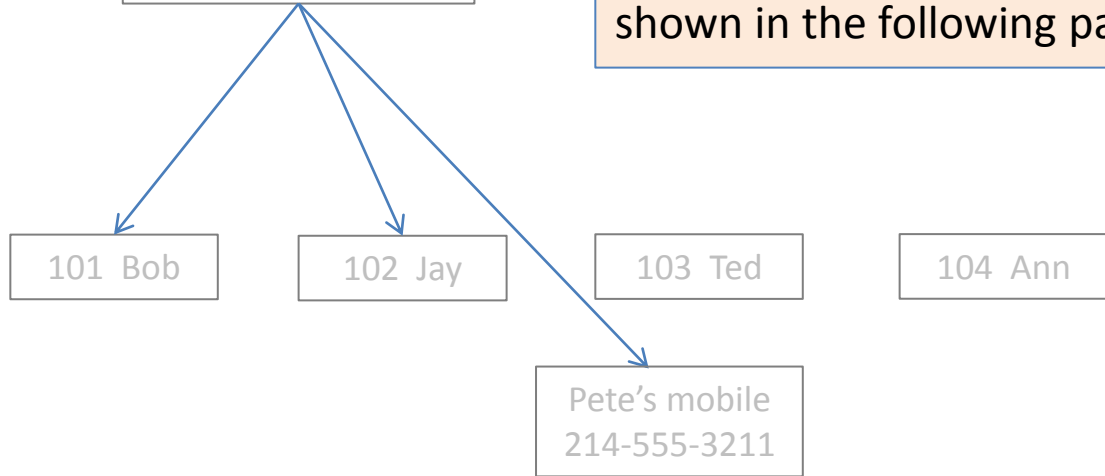
101 Bob

102 Jay

103 Ted

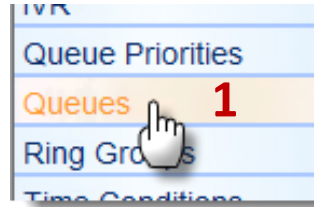
104 Ann

Pete's mobile  
214-555-3211



## Adding Queues

1. Select “Queues”
2. Select “Add Queue”
3. Enter Number. Extensions would dial this to enter the queue. Inbound Routes would point to this number for outside callers (customers) to enter the queue.
4. Enter a Name, only for identification.
5. Password is optional. If number is entered, agents would need this to log into the queue from their phones.
6. Name entered here will be prefixed to the caller’s ID. Useful if agent participates in multiple queues:



### Add Queue

Queue Number: **3**

Queue Name: **4**

Queue Password: **5**

CID Name Prefix:  **6**

Wait Time Prefix:

Alert Info:

Static Agents:

Extension Quick Pick:

Dynamic Members:

Extension Quick Pick:

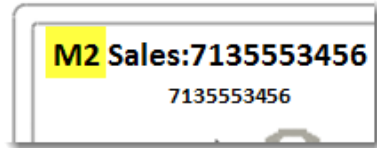
Restrict Dynamic Agents:  Yes  No

Agent Restrictions:

## Adding Queues

7. If Wait Time Prefix is set to YES, the time caller spent in the queue will be displayed, rounded to nearest minute.

2 minutes in  
this example:



8. Static Agents are extensions you want to always be on the queue, available to take calls. They will not need to “log in,” and, they will not be able to “log out” of the queue.

External numbers can also be used as a queue agent

9. Use the “Quick Pick” drop-down to conveniently select the Static Agents from list of extensions.

### Add Queue

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Queue Number:

Queue Name:

Queue Password:

CID Name Prefix:

Wait Time Prefix:   **7**

~~Alert Info:~~

Static Agents:    **8**

Extension Quick Pick:  **9**

Dynamic Members:

Extension Quick Pick:

Restrict Dynamic Agents:  Yes  No

Agent Restrictions:

## Adding Queues

10. Dynamic Agents extensions are **not** always logged into the queue. They must manually log in or out by dialing the queue number, followed by asterisks. In this example:  
**Log in: 8000\***      **Log out: 8000\*\***
11. If Restrict Dynamic Agents is set to Yes, only extensions listed will be able to log into the queue. Extensions not in the list will be denied access to the queue.
12. Agent Restrictions :
  - **Call as Dialed:** call will follow any Call Forwarding or FollowMe settings the participating extension has in place.
  - **No FollowMe or Call Forward:** the extension phone will ring only

### Add Queue

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Queue Number:

Queue Name:

Queue Password:

CID Name Prefix:

Wait Time Prefix:

Alert Info:

Static Agents:

Extension Quick Pick

Dynamic Members:  **10**

Extension Quick Pick

Restrict Dynamic Agents  Yes  No **11**

Agent Restrictions **12**

## Queue Options

**Tip:** Leave default settings in place for all Queue Options. They are the most User friendly” settings.

13. Agent Announcement played prior to connecting with caller (e.g., *the Following call is from the Sales Queue*)
14. Join Announcement is played to the caller, once, as he enters the queue.
15. Music on Hold Class is played to the caller while they wait in line for an available agent.
16. Check if you want caller to hear ringing.
17. Max Wait Time is number of seconds a caller waits in a queue before being sent to the no-answer destination.

### Queue Options

Agent Announcement:	13	None	▼
Join Announcement:		None	14 ▼
Music on Hold Class:	15	inherit	▼
Ringing Instead of MoH:		<input type="checkbox"/>	16
Max Wait Time:	17	2 minutes	▼
Max Callers:		0	▼
Join Empty:		Yes	▼
Leave When Empty:		No	▼
Ring Strategy:		ringall	▼
Agent Timeout:		15 seconds	▼
Retry:		5 seconds	▼
Wrap-Up-Time:		0 seconds	▼
Call Recording:		No	▼
Event When Called:		No	▼
Member Status:		No	▼
Skip Busy Agents:		No	▼
Queue Weight:		0	▼
Autofill:		<input type="checkbox"/>	
Agent Regex Filter			
Report Hold Time:		No	▼
Service Level:		60 seconds	▼

## Queue Options

18. Max Callers allowed to wait in the queue. When reached, any further callers are sent straight to no-answer destination. (0 = unlimited)
19. Mark Yes if you want callers to enter queues that currently have no agents (not recommended!)
20. Mark Yes to remove callers from the queue if there are no agents present.

If you have agents logging in and out all the time, you may wish to set this to 'no', otherwise a good idea is to set this to yes - everyone's gone home, and didn't get around to answering.

### Queue Options

Agent Announcement:	None	▼
Join Announcement:	None	▼
Music on Hold Class:	inherit	▼
Ringing Instead of MoH:	<input type="checkbox"/>	
Max Wait Time:	2 minutes	▼
Max Callers:	18	0 ▼
Join Empty:	Yes	▼ 19
Leave When Empty:	20	No ▼
Ring Strategy:	ringall	▼
Agent Timeout:	15 seconds	▼
Retry:	5 seconds	▼
Wrap-Up-Time:	0 seconds	▼
Call Recording:	No	▼
Event When Called:	No	▼
Member Status:	No	▼
Skip Busy Agents:	No	▼
Queue Weight:	0	▼
Autofill:	<input type="checkbox"/>	
Agent Regex Filter		
Report Hold Time:	No	▼
Service Level:	60 seconds	▼

## Queue Options

### 21. Ring Strategies:

**ringall**: ring all available agents until one answers  
**roundrobin**: take turns ringing each available agent  
**leastrecent**: ring agent least recently called by queue  
**fewestcalls**: ring agent with fewest completed calls from queue  
**random**: ring random agent  
**rrmemory**: round robin with memory, remember where we left off last ring pass

22. Agent Timeout: seconds an agents phone can ring before we consider it a timeout

23. Retry: number of seconds we wait before trying all the phones again

24. Wrap-Up Time: After a successful call, how many seconds to wait before sending a potentially free agent another call. The default is 0, or no delay. 30 seconds is common target.

## Queue Options

Agent Announcement: None

Join Announcement: None

Leave When Empty: No

Ring Strategy: 21 ringall

Agent Timeout: 15 seconds 22

Retry: 23 5 seconds

Wrap-Up-Time: 0 seconds 24

Call Recording: No

Event When Called: No

Member Status: No

Skip Busy Agents: No

Queue Weight: 0

Autofill:

Agent Regex Filter

Report Hold Time: No

Service Level: 60 seconds

## Queue Options

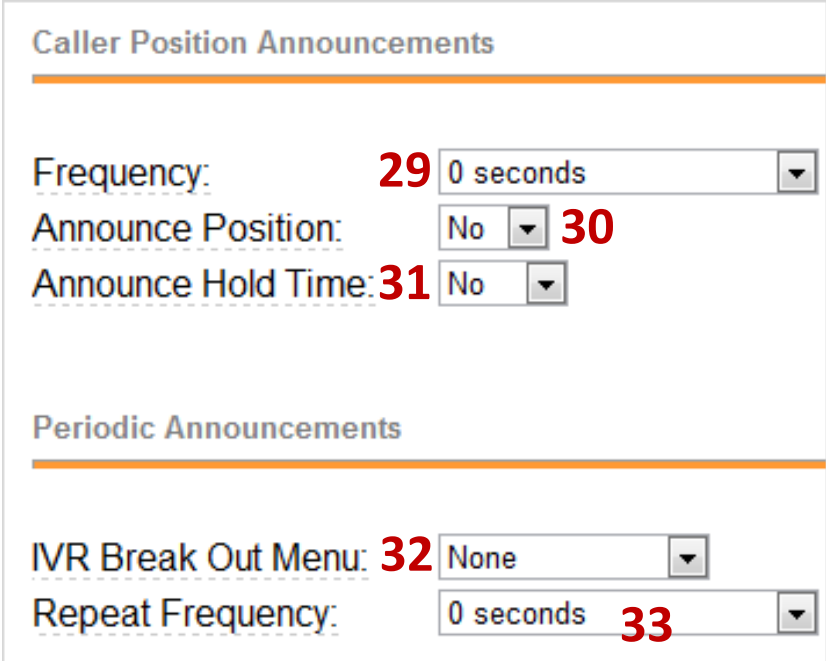
25. Change to Yes and incoming calls to agents are recorded
26. Skip Busy Agents: do not change, leave this setting at No
27. Queue Weight: you can assign the more important queues a higher weight, to ensure they will be delivered first if there are agents common to multiple queues.
28. Report Hold Time: Set to Yes if you want to report the caller's hold time to the extension before they are connected to the caller.

Queue Options	
Agent Announcement:	None
Join Announcement:	None
Music on Hold Class:	inherit
Ringing Instead of MoH:	<input type="checkbox"/>
Max Wait Time:	2 minutes
Max Callers:	0
Join Empty:	Yes
Leave When Empty:	No
Ring Strategy:	ringall
Agent Timeout:	15 seconds
Retry:	5 seconds
Wrap-Up-Time:	0 seconds
Call Recording:	No <b>25</b>
<del>Event When Called:</del>	No
<del>Member Status:</del>	No
Skip Busy Agents:	No <b>26</b>
Queue Weight:	0 <b>27</b>
<del>Autofill:</del>	<input type="checkbox"/>
<del>Agent Regex Filter</del>	
Report Hold Time:	No <b>28</b>
<del>Service Level:</del>	60 seconds



## Queue Announcements

29. Frequency: How often to announce queue position, estimated hold time, and/or voice menu to the caller. Set to 0 to Disable Announcements totally.
30. Set to 'Yes' to announce position of caller in the queue.
31. Hold time will not be announced if it's estimated to be less than 1 minute.
32. After announcing Position and/or Hold Time, you can optionally present an existing Auto Attendant (IVR) Menu (e.g., *"If you'd like to leave your name and number for a call back, push \* now"*)
33. How often to announce a voice menu to the caller (0 to Disable Announcements).



**Caller Position Announcements**

Frequency: **29** 0 seconds

Announce Position: No **30**

Announce Hold Time: **31** No

**Periodic Announcements**

IVR Break Out Menu: **32** None

Repeat Frequency: 0 seconds **33**

## Queue Announcements

34. Choose a Fail Over Destination to send the caller for overflows and timeouts.

Most common destinations are:

- Sending caller to a final **Extension** (if they don't answer, the extensions voicemail message would be played)
- **Voicemail** box, or
- **Another Ring Group**

Fail Over Destination

<input type="radio"/>	Terminate Call:	Hangup
<input checked="" type="radio"/>	Extensions:	<104> Ann Singh
<input checked="" type="radio"/>	Voicemail:	<104> Ann Singh (busy)
<input type="radio"/>	Announcements:	Please Hold
<input type="radio"/>	Conferences:	Test <7000>
<input type="radio"/>	IVR:	After-Hours
<input type="radio"/>	Misc Destinations:	Dial-by-Name
<input type="radio"/>	Queues:	Test <8000>
<input checked="" type="radio"/>	Ring Groups:	Support <601>
<input type="radio"/>	Time Conditions:	Business Hours

35. To save your work:

- ✓ Click Submit
- ✓ Click Apply Configuration Changes
- ✓ Click Continue with Reload

Submit

Apply Configuration Changes

Apply Configuration Changes

Reloading will apply all configuration changes made in FreePBX to your PBX engine and make them active.

Continue with reload

Cancel reload and go back to editing