Queue Login Center Extension

This page contains instructions on how to add a Queue Login Center extension to the system.

Overview

Remote agents can log in to a queue using the Queue Login Center extension.

The first thing to do when adding a Queue Login Center to define its **general settings**. Then set up the options specific to the Queue Login Center extension.

You can always skip this step and come back later by clicking the Queue Login Center Setup icon available in the extension's management page.

Add a Queue Login Center

The only option to customize is **Play Sound <file_name> Before Connecting to the Queue Login Center.** Enable this option if you want a sound to be played to the callers trying to connect to the Queue Login Center. Click the ♪ icon to view the sound files available or manually fill in the file location. A popup window listing all the sounds matching the name specified in the text box will be displayed. You can read more about the **Sound Manager** in the **Appendix**.

Connect to a queue

To connect to a queue, a **remote agent** has to call the Queue Login Center Extension, dial his AgentID followed by the # key and the PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

A local extension can call the Queue Login Center to authenticate a remote agent by dialing his AgentID and the PIN of the queue the remote agent will be connected to. A remote user must be defined from interface as a remote agent in order to be able to log in to a queue.

Related topics
Extension overview

Manage extensions