Queue Setup

This page contains instructions on how to set up a Queue extension.

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Overview

The Queue extension is mandatory if you want to implement a call center functionality.

Define the **general settings** and customize specific queue extension options. Note that you may skip this step and come back any time later on by clicking the Queue Setup icon available in the extension's management page.

In the sections below, you can find detailed information about the options available for configuration in order to suit your needs.

Queue general preferences

This section allows to set up basic Queue extension related options like renaming the queue or modifying its size and call distribution algorithm.

Option	Details
Queue name	Provide a descriptive name for the queue.
Queue size	The maximum number of callers waiting to talk to an operator. If you do not want to limit the queue size, select the Unlimited option.
Call distribution algorithm	**Choose the methods of assigning calls to queue operators**.
Wait for <x> seconds before retrying all agents again	After ringing all operators according to the queue's call distribution algorithm, the application waits for **<x>** seconds before restarting the process. Between: 3 to 900 seconds. Default: 20 seconds.
Service level agreement	This parameter, useful for queue statistics, defines the percentage of answered calls from the total numbered of received calls within the SLA specified in this text box. Between: 3 to 9,999. Default: empty. For instance, if you set up SLA to 10 seconds and 20 calls are answered in less than **10 seconds**, then **SLA = 100%**. If only 10 calls were answered in less than 10 seconds and the other 10 in more, then **SLA = 50%**.
Record all queue conversations	Allows all the calls taken by the queue operators to be recorded. Enabling the call recording will allow you to manage the extension's recordings sharing by editing its **Roles and phone numbers**.

Local agents behavior

You may change the way that local agents behave.

Option	Details
Ring an agent for a maximum of <x> seconds	The **<x>** value is the maximum time interval during which an operator extension will ring. Default: 20 seconds.
Maintain a minimum of <x> seconds between calls	The **<x>** value specifies the minimum operator break between calls. Default: 120 seconds.
Delay for <x> seconds before connecting agent to caller	When an operator answers a call, the application will wait for **<x>** seconds before connecting the caller to the operator. Between: 0 to 60 seconds. Default: 0 seconds.
Pick-up announcement for agent	This field refers to the sound that VoipNow plays for queue agents before connecting them to a waiting call. Click the  icon to view the available sound files 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**. This feature is useful for agents that are simultaneously logged to several queues at the same time. Distinctive sounds can be assigned for every queue.

Report how long the user waited in the queue	When enabled, VoipNow reports the time the user spent in queue before being connected to an agent.
Restart timer if agent does not answer	When enabled, the **Maintain a minimum of <x> seconds between calls** timer is reset every time the agent does not answer.

Caller behavior

You may modify the operator extensions and the way they behave.

Option	Details
Play welcome sound	Enable if you want a sound to be played to the caller before connecting them to the queue. Click the  icon to view the available sound files 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**.
Announce hold position in queue	This option lets you announce callers about their position in the queue, i.e. first, second, etc in line. From the drop-down list, you can select this announcement to be made **Periodically**, **Once**, or **Never**. **Never** is the default option. If you set this announcement to be made **Periodically**, you will gain access to the **Make hold-related announcements every <x> seconds** field. That's where you can set the announcement to be repeated within a specific time interval.
Announce current waiting time	This option lets you announce callers how long they have been waiting for their call to be picked up. From the drop-down list, you can select this announcement to be made **Periodically**, **Once**, or **Never**. **Never** is the default option. If you set this announcement to be made **Periodically**, you will gain access to the **Make hold-related announcements every <x> seconds** field. That's where you can set the announcement to be repeated within a specific time interval.
Announce estimated waiting time	This option lets you announce the callers the approximate amount of time they need to wait for their call to be picked up. From the drop-down list, you can select this announcement to be made **Periodically**, **Once**, or **Never**. **Never** is the default option. If you set this announcement to be made **Periodically or Once**, you need to specify the estimated waiting time by filling the "**between <x> and <y> seconds**" field. The default value is "between 30 and 900 seconds." This means that the announcement will be made if the estimated amount of time the callers need to wait is set between the limits you have defined. Also, if you set this announcement to be made **Periodically**, you will gain access to the **Make hold-related announcements every <x> seconds** field. That's where you can set the announcement to be repeated within a specific time interval.
Make hold-related announcements every <x> seconds	This field becomes enabled if at least one of the **Announce hold position in queue**, **Announce current waiting time** or **Announce estimated waiting time** is set to **Periodically**. This option lets you set a time-frame within which such announcements will be made. The default value is 30 seconds.
Periodic announcements every <x> seconds	A periodic announcement is a message such as "Thank you for holding, your call is important to us." The value <x> specifies the frequency of these announcements. Default: 30 seconds.
Exit queue when 0 is pressed	Allows the caller to exit the queue by pressing the 0 key on the phone pad. The call will be transferred to another extension belonging to the same organization account. Specify the extension's number or click the  icon to open a popup window displaying a list with all the available extensions that belong to the same organization. Select the extension you want your call to be transferred to. If the extensions list is too long, you can use the available controls to search for a specific one.
Try to connect caller to the same agent [ ] **when called again in <x> hours**	Allows a repeat caller to connect with the last agent they talked within a given interval of time. Selecting the checkbox enables the feature and lets you specify the period of time it should remember the repeat caller. Values between 1 and 300. Default: 72. Please note that this option works only if the last call lasted at least 5 seconds.

Sound files setup

In this area, you can change the sound files.

Option	Details

Music on hold folder	This folder contains the sound files that will be played in order when the caller is on hold or when the extension waits for an operation to be performed. Click the  icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder will be displayed. You can read more about the Music on Hold Manager in the Appendix.
'There are' sound	The sound played to announce the position in the queue. This is disabled if the **Announce Position every <y> seconds** option is also disabled.
'The estimated hold time is currently' sound	The sound played to the caller waiting in the queue for their call to be answered by an agent. It stands for the approximate amount of time left until the phone call will be picked up.
'You are now first in line' sound	The sound played to the caller that is in the second position in the queue.
'Thank you for your patience' sound	The sound played to the caller that is first in the queue.
'Calls waiting' sound	The sound played to describe how many calls are waiting in the queue.
'Hold time' sound	This sound is played to the agent answering a call from a user waiting in the queue. It stands for the amount of time the user has been waiting for in the current queue.
'All reps busy/wait for next' sound	The sound played to announce the caller that, for the moment, all agents are busy and that they must wait for a certain period until their call will be answered.
'Seconds' sound	The sound file that corresponds to the word 'seconds'.
'Minutes' sound	The sound file that corresponds to the word 'minutes'.

To set up the sounds in the table above:

1. Click the  icon to view the available sound files or manually fill in the file location.
2. 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.

Queue behavior

The options available in this section cannot be customized unless there is at least one other `Phone terminal` extension defined for the same user account.

Option	Detail
If a caller has been waiting in queue for <x> seconds, transfer call to extension <extension>	This feature allows the caller to be transferred to another extension after waiting in the queue for a certain number of seconds. Select the check box to fill in the two text boxes: • **<x>** - This refers to the maximum waiting interval. If exceeded, the call will be automatically transferred to the specified extension. Default: 600 seconds. • **<extension>** - The extension which belongs to the same client account the call will be transferred to.
Allow calls to enter queue when <agents_status>	When an incoming call is received, VoipNow will allow it to enter the queue depending on the agents' availability set here: • **In absolutely all cases:** VoipNow will allow calls to enter the queue if there is at least one agent defined for it, no matter if it is logged in or not. Calls will be accepted regardless of the agent(s) status. This is the most unrestrictive option available. • **At least one agent is logged in and available:** VoipNow will only allow calls to enter the queue if at least one of the agents assigned to this queue is logged in and active (not on pause or on a call). This is the default option. • **At least one agent is logged in, but maybe paused or unavailable:** VoipNow will accept calls when at least one of the agents assigned to this queue is logged in, regardless if it is on pause or not.
When calls are not allowed to enter queue, transfer them to extension <extension> (otherwise call is hung up)	If the condition for allowing calls to enter the queue cannot be matched, instead of hanging up, you can choose to transfer them to another extension. You need to enable this option in order to define the extension number. e.g. If you decided to **Allow calls to enter queue when 'There are agents on queue, even logged out'**, but there are no agents assigned to this queue, you can enable this option and allow calls to be transferred to another extension on the same client account. That way incoming calls will not be dropped.

Drop existing calls from queue when <situation>	VoipNow allows you to choose the time for calls already in the queue to be dropped: • **Never:** Existing calls will not be dropped, no matter the agents' status. This will allow the caller to remain in the queue after all the agents log out or enter into pause. The default value. • **All agents are paused or unavailable:** Existing calls will be dropped from the queue when all assigned agents log out or enter pause. • **All agents log out:** Existing calls will be dropped from the queue only when all assigned agents log out and there is nobody left to pick them up.
When calls are dropped from queue, transfer them to extension <extension> (otherwise call is hung up)	You can choose to transfer the calls dropped from the queue to another extension instead of terminating them. Select this checkbox and define the extension number where the dropped calls will be transferred to. You can use the text boxes to specify the numbers of the extensions the calls will be transferred to or you can click the  icon to see a list with all the extensions available for the current user. A pop-up window will be displayed, allowing you to choose the extension number. Phone terminal, Queue, Interactive Voice Response (IVR) are the only extension types available. Click the **User (Extension Label)** to select the extension you need.
Play sound <sound> on disconnect due to queue full	Enable if you want a sound to be played to the caller on disconnection due to queue full. Click the  icon to view the available sound files 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**.

CallerID management

These are the CallerID related options.

Option	Details
CallerID name in public calls	The options described below allow you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. • **Set by server:** If it supports the CallerID function, the callee's phone terminal will display the extension owner's Contact name. • **Set by equipment:** If it supports the CallerID function, the callee's phone terminal will display the caller's name as set up from the phone terminal device. • **Set by user:** If it supports the CallerID function, the value defined here will be displayed by the callee's phone terminal; by default, the text box contains the extension's **Contact name**, but you can set the CallerID name to a custom alphanumeric value.
CallerID number in public calls	The options described below allow you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. • **Set by server:** If it supports the CallerID function, the callee's phone terminal will display the extension's public phone number. • **Set by equipment:** If it supports the CallerID function, the callee's phone terminal will display the phone number of that particular phone terminal device. • **Set by user:** If it supports the CallerID function, the value defined here will be displayed by the callee's phone terminal; by default, the text box contains the extension's phone number, but you to set the CallerID number to a custom numeric value with three or moral digits;

<table>
<tr>
<td>Currently using CallerID numbers</td>
<td>Allows you to choose one or several CallerID numbers that will be sent when an outgoing call is initiated.
The numbers available are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use; the default number is displayed using bold characters;
To add a CallerID number, click the Change link and a pop-up window will be displayed allowing you to manage the CallerIDs;
In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.
It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

Please note that a CallerID can be set as default even if it has not been assigned to the extension's DID pool.

<table>
<tr><th>Option</th><th>Details</th></tr>
<tr><td>CallerID number</td><td>The CallerID of the DID assigned to the client that owns this extension;
It is the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension;
Public phone numbers can be defined for a certain channel from the Channels Channel <channel_name> management Add public phone numbers to channel <channel_name> page;
For more info, you may also check this section.</td></tr>
<tr><td>Rings back to</td><td>The extension that rings the DID associated with this CallerID;
If the CallerID was not assigned to the extension, then '-' is displayed;
The public phone numbers can be assigned to the extension from the Roles and Phone Numbers for Extension <extension_name> page. For more information see this section.</td></tr>
<tr><td>Resource</td><td>The ID of the channel the public phone number was defined for.</td></tr>
<tr><td>Default</td><td>This area defines the CallerID's status.

It can be Set as default if it is associated with the extension and if it is not the default CallerID.
It can be set to Yes if the CallerID is associated with the extension and it is the default one.
It can be set to - if the CallerID has not been associated with this extension and cannot be used for outgoing calls.
</td></tr>
</table>
To associate a CallerID with the extension, you need to select the corresponding checkbox and click the Assign CallerIDs link. To disassociate a CallerID, you need to select the corresponding checkbox and click the Remove selected link.

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

Example:

Let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which three public phone numbers have been defined and assigned to the client that owns the extension: <code>1123, 345876</code> and <code>2854478</code>. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

Example:

Let us assume that the outgoing calls are routed through Resource #1, for which one public number has been defined and assigned to the client who owns the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. If it supports the CallerID function, when initiating an outgoing call, the callee's phone terminal will display 2255.

3. If calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belongs to another resource set as default, then the system will send the default CallerID.

Example:

Let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which no public phone numbers have been defined. Your default CallerID is set to 3689, which belongs to another resource (channel), Resource #2. If it supports the CallerID function, when initiating an outgoing call, the callee's phone terminal will display 3689.</td>
</tr>
<tr>
<td>Do not send CallerID on public calls</td>
<td>Applies if you do not want your CallerID to be sent to public destinations. If the callee's phone terminal supports the CallerID function, it will display the <code>Anonymous</code> string.</td>
</tr>
<tr>
<td>Send public CallerID on internal calls</td>
<td>Applies if you want the public CallerID (when available) to be used for local and extended local calls as well. It allows the association between the CallerID of the Phone terminal user and an existing card code defined for the same CallerID.</td>
</tr>
<tr>
<td>Preserve original CallerID on transferred calls</td>
<td>Applies if you want VoipNow to keep the original CallerID when the call is forwarded between destinations.</td>
</tr>
</table>

Send SIP P-Asserted-Identity and P-Preferred-Identity headers	Allows the headers to be added to all outgoing INVITE requests sent from this extension. The SIP P-Asserted-Identity header contains the caller ID number of the extension, e.g. P-Asserted-Identity:sip: 0003*003@localhost.localdomain. The P-Preferred-Identity header is sometimes used to indicate an additional identity of preference when there is a choice. These headers are preserved only on outgoing external calls, e.g. P-Preferred-Identity: "John White" <sip:johnny@somedomain. org>.

Related topics

How to set up a Queue extension

How to set up a call center

Manage queue agents

Queue report

Extension overview

Queue Login Center extension