

Setting the Queue Login Center Extension

This page contains information on how to add and configure a Queue Login Center Extension.

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Account information

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

To do so, a remote agent must call the Queue Login Center extension, dial their AgentID followed by the # key and the login PIN of the queue they wish to connect to. If the authentication process 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 their AgentID and the PIN of the queue the remote agent will be connected to.

A remote user must be defined from the interface as a remote agent in order to be able to login to a queue!

You can customize the Queue Login Center extension by setting up the options detailed in the section below. If you do not want to finalize the process right away, you may skip this step and come back to it later on by clicking the Queue login center setup icon available in the extension's management page.

All the options available there apply to all extension types. You simply need to pay attention to the last step, where you must select **Queue Login Center** for the **Extension type**.

Options

Only the **Play Sound <file_name> Before Connecting to the Queue Login Center** can be customized.

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 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.

- **Listen:** Use the available controls to listen to the message. The sound's length is displayed using the hh:mm:ss format. Click the [Download](#) icon to save the sound on your hard drive.
- **Name:** The name of the sound file. Click the link to select it.
- **Folder:** This column displays the file's folder location. The path will display the folder name and also its origin. "/" placed before the name of a folder signals the current account's default folder. For every "/" added, you go up an account level.

If you want to search for a particular sound, use the available fieldset and [Search](#) link. The [Show all](#) link displays all the sounds available in the system for all the events. Navigate through the list and click a sound's name to use it.

Related topics

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