

Setting the Queue Extension

This page describes how to add and configure a Queue Extension.

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Overview

A Queue extension is used to distribute multiple calls to a group of Phone terminal extensions called Agents or Members. The calls enter a Queue and are answered by the Agents respecting the FIFO rule (First In, First Out). For more information on how to define the account information, check [this section](#).

You can customize the Queue extension by setting up options that are detailed below. If you do not want to finalize the process right away, you may skip this step and come back to it later on. Just click the [Queue Setup](#) icon available in the extension's management page.

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. For more info on the methods at hand, visit the Queue Setup page in the VoipNow User Guide.
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 number of received calls within the SLA specified in this text box. Between: 3 to 9,999. Default: empty. 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

Change the way that local agents behave by customizing the settings below.

- **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.
- **Pickup announcement for agent:** This field refers to the sound that VoipNow plays for queue agents before connecting them to a waiting call. A pop-up window listing all the sounds matching the name specified in the text box is displayed. 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. 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.
 - **Listen** - Allows you to listen to the message; the sound's total length is displayed as well using the [hh:mm:ss](#) format. If you want to download the sound on your hard drive, click the [Download](#) icon and confirm your choice.
 - **Name** - Click the link to select the sound file.
 - **Folder** - The file's folder location.
- **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

Change the operator extensions and the way they behave by customizing the settings below.

- **Play welcome sound:** Use the icon to select the sound played to the caller before connecting them to the queue. A pop-up window listing all the available sounds matching the name filled in the text box will be displayed. 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.
 - **Listen:** Allows you to listen to the message; the sound's total length is displayed as well using the hh:mm:ss format. If you want to download the sound on your hard drive, click the [Download](#) icon and confirm your choice.
 - **Name:** Click the link to select the sound file.
 - **Folder:** The file's folder location.
- **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 user account. Specify the extension's number or click the **Extension** icon to see a list of all the extensions available for that user. A pop-up window will be displayed, allowing you to choose the extension number.
- **Try to connect caller to the same agent [] when called again in <x> hours:** This option 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

This section helps you change the sound files.

Option	Details
Music on hold	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. Use the icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window listing all the available folders is displayed. Click on a folder name to view its content. • Listen: Use the available controls to listen to the message. The sound's total length is displayed as well, using the hh:mm:ss format. • Sounds inside folder <path>: The sound files available in the selected folder. 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.
'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'.
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To set up the sounds, use the  icon. You will be able to view sound files or manually fill in the file location.

A pop-up window listing all sounds matching the name specified in the text box is displayed.

- **Listen:** Allows you to listen to the message; the sound's total length is displayed as well using the hh:mm:ss format. If you want to download the sound on your hard drive, click the [Download](#) icon and confirm your choice.
- **Name:** Identifies sound file. Click the link to select it.
- **Folder:** 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.

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	Details
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: • There are agents on queue, even logged out: The calls will be allowed to enter the queue if there is at least one agent defined for it, no matter if it is logged in or not. Basically, the calls will be accepted regardless the agent(s) status. This is the most unrestrictive option available. • At least one agent is logged in and unpaused: VoipNow will allow the calls to enter the queue only if at least one of the agents assigned to this queue is logged in and active (not on pause). This is the default option. • At least one agent is logged in, maybe paused: Unlike the previous option, this one allows VoipNow to accept the 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 hanged 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. 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 enter into pause or log out: 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 hanged up)	You can choose to transfer the calls dropped from the queue to another extension instead of terminating them. Select this check box to 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 Extension 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.

Play sound <sound> on disconnect due to queue full	Enable this checkbox if you want to specify the sound that will be played to the caller on disconnection due to queue full. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all sounds matching the name specified in the text box is displayed. • Listen: Allows you to listen to the message; the sound's total length is displayed as well using the hh:mm:ss format. If you want to download the sound on your hard drive, click the Download icon and confirm your choice. • Name: Identifies sound file. Click the link to select it. • Folder: 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.
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CallerID management

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;
Currently using CallerID numbers	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. 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.
Do not send CallerID on public calls	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 Anonymous string.
Send public CallerID on internal calls	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.
Preserve original CallerID on transferred calls	Applies if you want VoipNow to keep the original CallerID when the call is forwarded between destinations.

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>.
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Related topics
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