



Call Queue Setup Guide



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Introduction

Call Queues are offered as an add-on to the Business phone service to give customers better control over how incoming calls are handled.

When a call is directed to a Call Queue it will be answered as soon as a participating user (agent) is free to take it. The queue works on a First In, First Out (FiFo) basis so that the callers that have waited the longest are answered first when an agent becomes free.

The setup and configuration of a call queue includes:

- Purchasing a Call Queue license for the desired queue size.
- Create a Group and assign users to it (agents).
- Designate the Group as a Call Queue.




Account configuration

Purchase Call Queue licenses

To unlock call queues, account administrators have to add licenses via the babyTEL Store:

STORE > CALL QUEUE LICENCES

Call queue licenses

Type	Current	Change	Monthly cost
 Call queue with on hold capacity 2 <i>On-hold calls at 3 ¢ / minute</i>	2	<input type="text" value="0"/>	\$0.00
 Call queue with on hold capacity 4 <i>On-hold calls at 3 ¢ / minute</i>	1	<input type="text" value="0"/>	\$0.00
 Call queue with on hold capacity 6 <i>On-hold calls at 3 ¢ / minute</i>	1	<input type="text" value="0"/>	\$0.00

[continue](#)

Three Call Queue sizes (2, 4 and 6) are offered via the Store. Contact the babyTEL Customer Support team if you need a larger Call Queue.

A Call Queue with capacity X can hold X callers. If the queue is full, the next call (X+1) presented to this queue will automatically be redirected to the associated Group's voice mailbox.

Create a Group and assign users (agents) to it

A Call Queue is a special type of Group that behaves like a queue when calls are presented to it. If you have not already created a Group to be used as a Call Queue you need to do so next.

Once you have the Group created, select users (agents) that will answer the incoming calls on this call queue.

BUSINESS PHONE > GROUPS > MY_GROUP > USER GROUP



Next, customize the group as needed.

BUSINESS PHONE > GROUPS > MY_GROUP > TELEPHONY FEATURE SETTINGS

Note: If you do not specify a Voicemail mailbox of a specific user or a specific email address then the group's voicemail will be used.

Designate the Group as a Call Queue

In the User Group form, select the Call distribution type *Call queue* and one of the queue license capacities you already purchased. When selecting the capacity the pull-down menu shows the different capacity licenses purchased and how many of each is still available.

Inbound call routing

To be reachable by outside callers, the queue must be linked to a DID or used in an Automated Attendant or Schedule.

Linking the queue to a DID number is done via the Inbound Calls Handling form:

BUSINESS PHONE > INBOUND CALLS HANDLING

Inbound Calls Handling

Number	Route to...	Caller ID Prefix	Language
1 (418) 948-1301	A 500 Operator		--
1 (800) 555-0001	G 401 Customer care	CC 401	--
1 (800) 555-0013	--		--

To include the queue in an Automated Attendant, assign the associated Group to one of the Functions available.

Buttons Prompts Pronunciation

Key	Function	Extension
0	Operator	
1	Info1	
2	--	
3	Group	401 Customer care
4		

To include the queue in a Schedule, specify the associated Group as a target.

Order	Name	SMTWTFSS	From - To	Route to target	Re-order
	Default			G-401 Customer care	

Modify existing configuration

Change the queue size

To upgrade (or downgrade) a license for an existing call queue group:

1. Edit the group
2. Change the Call Distribution to either Parallel, Sequential or Circular

User Group
Extension : 401

User Group | **Telephony Feature Settings** | **Pronunciation** | **Schedule**

Extension ? 401

* English name ? Customer care

* French name ? Service à la clientèle

* Users ? 200, 202, 206, 208 [Select Users](#)

* Call distribution ? Call queue | Call queue with on hold capacity 4

Parallel
Sequential
Circular
Call queue

[Save](#)

3. Save
4. Edit again, change back to Call queue and select the new license

User Group
Extension : 401

User Group | **Telephony Feature Settings** | **Pronunciation** | **Schedule**

Extension ? 401

* English name ? Customer care

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* Users ? 200, 202, 206, 208 [Select Users](#)

* Call distribution ? Call queue | -- | --

Call queue with on hold capacity 2 (1)
Call queue with on hold capacity 4 (1)
Call queue with on hold capacity 6 (1)

[Save](#)

5. Save
6. Apply changes

Remove licenses

To remove existing Call Queue licenses, either to upgrade to a larger size (for example) or to stop using the function, you must:

1. Modify the Groups using the current licenses so they no longer use Call queue as the Call distribution type. You may also remove the Group if no longer needed.
2. Remove licenses in Store > Call queue licenses
3. Add new licenses (if necessary)
4. Reconfigure the Groups (if necessary)
5. Apply changes

Below is an example of how to remove all Call Queue licenses

Call queue licenses

Type	Current	Change	Monthly cost
 Call queue with on hold capacity 2 <i>On-hold calls at 3 ¢ / minute</i>	2	-2	-\$29.90 /month
 Call queue with on hold capacity 4 <i>On-hold calls at 3 ¢ / minute</i>	1	-1	-\$14.95 /month
 Call queue with on hold capacity 6 <i>On-hold calls at 3 ¢ / minute</i>	1	-1	-\$14.95 /month

continue

Platform-wide timers

Only default timers are currently available.

- The maximum waiting time for callers (at the end of the timer they will be sent to voicemail): 10 minutes.
- How long an agent's set will ring before switching to another set: 10 seconds.
- Delay before sending another call to an agent that just hang-up : 15 seconds
- Delay before trying another agent after a timeout (no-answer): 1 second.
- Announcements during the on-hold music will be played every 60 seconds.

Functions available to queue agents

Queue agents have to dial a code on their device :

Action	Code	Comments
Log in to queues	* 7 5 4	the agent will log in all queues he is part of
Log out of queues	* 7 5 6	the agent will log off from all queues he is part of
Pause	* 7 5 2	agent remains logged in but will not receive calls
Unpause	* 7 5 8	cancel pause to resume receiving calls
Check queues status	* 7 5 0	read the number of callers in queue
Check user status	* 7 5 5	read agent current status
Listen instructions	* 7 5 7	system message to give the available star codes

Call (queue) logs in the portal

On the web portal, call queue logs can be viewed in Usage > Call Queues

Call queues						
Summary						
Period: From : 2016-07-15 To : 2016-07-20						
Total duration: 9 minutes						
Total cost: \$0.2997						
Entries 1 to 5 of 5						
Date	Time	Queue Name	Type	Hold Off Reason	Agent Device	Hold Time
07-20	14:57	Customer care	Call queue with on hold capacity 2	Connected	SIP/Q023G008	00:00:40
07-20	14:59	Customer care	Call queue with on hold capacity 2	Connected	SIP/Q022H001	00:02:16
07-20	15:01	Customer care	Call queue with on hold capacity 2	Abandoned		00:01:41
07-20	15:16	Customer care	Call queue with on hold capacity 4	Abandoned		00:01:01
07-20	15:21	Customer care	Call queue with on hold capacity 4	Abandoned		00:04:21