

Feature Overview

Large and small businesses are looking for every efficiency they can, while being as responsive to their customers as possible. One tool commonly employed is sharing resources across a team of people to achieve a common goal, or creating pools of people performing a common task – Sales, Customer Services, etc. For this strategy to work, the phone system needs to reflect this team approach.

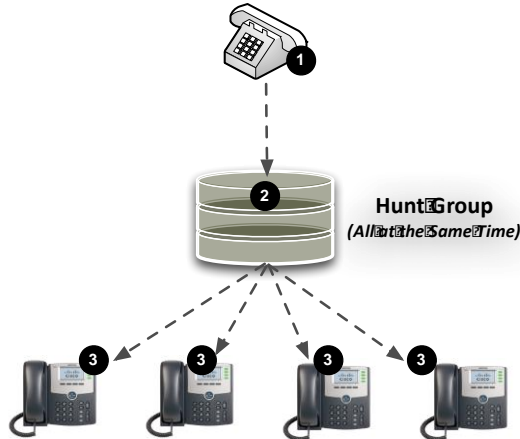
Call queues temporarily hold calls in the cloud when all users assigned to receive calls from the queue are unavailable. Call Queues provide an automated “answer” with customizable greetings, comfort messages, and hold music for the caller to listen to. Queued calls are routed to an available agent when he/she is no longer on an active call. Each call queue is assigned a lead number, which is a telephone number outside callers can dial to reach the agents assigned to the call queue. Call queues are also assigned an internal extension, which can be dialed internally to reach the agents assigned to the call queue.

To complement the cloud based call queuing functionality, the Call Queue service also provides additional visibility into the calling activity of each queue via a series of reports. All reports are available online via My Site>My Reports, or from within the Call Queue configuration page. The information retained and reported based on the requested time period includes:

- Call Queue Stats (Overall Queue metrics)
 - Number of Agents Staffed - Average number of assigned agents to the queue for the period requested
 - Number of Agents Talking – Average number of agents in an active conversation for the period of time requested
 - Wait Time – Average amount of time a caller is held in queue prior to agent answering
 - Calls Answered – Total number of calls answered by agents
 - Calls Abandoned – Total number of calls that were terminated by the caller prior to speaking to an agent
 - Calls Abandoned – Average time (in seconds) callers spend waiting until they abandoned their call
 - Calls Timed Out – Total number of calls that remained unanswered and were forwarded out of the queue upon timeout
 - Calls Transferred – Total number of calls transferred out of the queue
 - Busy Overflows – Number of calls that came in after queue limit was met
- Agent Stats (Agent specific metrics)
 - Number of Calls Handled – Total number of calls handled by the agent
 - Average Call Time – Average time agent spends on calls from the queue
 - Number of Calls Unanswered – Total number of calls extended to the agent (phone rings) that were not answered
 - Total Talk Time – Total amount of time the agent was busy handling calls out of this queue
 - Total Hold Time - Total amount of time in minutes calls were held.
 - Total Staffed Time – Total amount of time agent was assigned to the queue

Group administrators can choose from any of the following “hunt” schemes, each of which rings the specified phones in a different manner:

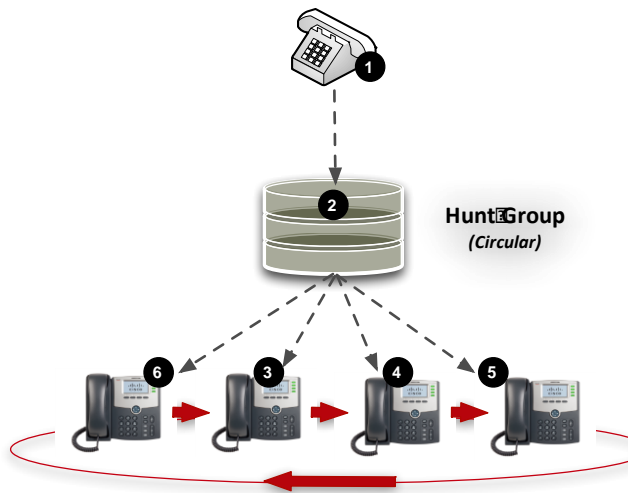
- **All at the Same Time** – simultaneously rings all of the users in the group; the first user to pick up the ringing phone is connected



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller into the queue while invoking the “All at the Same Time” ringing policy
3. All assigned Placetel UC-One PBX phones ring at the same time
4. A call is connected when the first assigned user picks up the phone

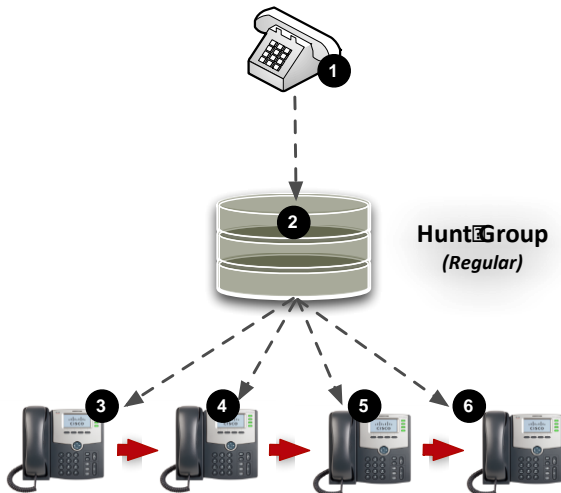
- **One at a Time**

- **Circular** – sends calls in a fixed order. This option will ring phones in the order the agents are listed in the Agent Assignments settings. It begins with the user next in line following the last user to receive a queued call. Calls can be advanced to the next person after a defined number of rings with no answer or if the person is already on the line.



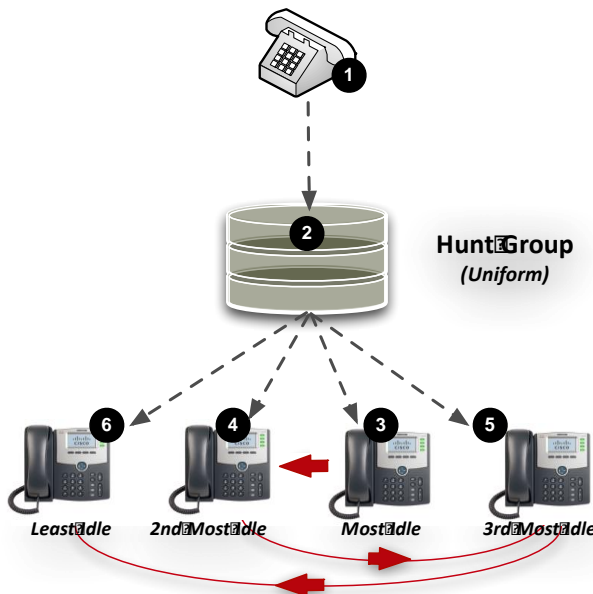
1. Caller dials the queue number,
2. The queue answers the call with a recorded greeting and places the caller into the queue while invoking the Circular ringing policy,
3. The first available Placetel UC-One PBX users (following the user that last answered a call) phone rings, in this case the second user
4. Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first assigned user picks up the phone

- **Regular** – This option will ring the phones in the order the agents are listed in the Agent Assignments settings. Incoming calls go to the first available person on the list, always starting with the first person on the list. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is on the line.



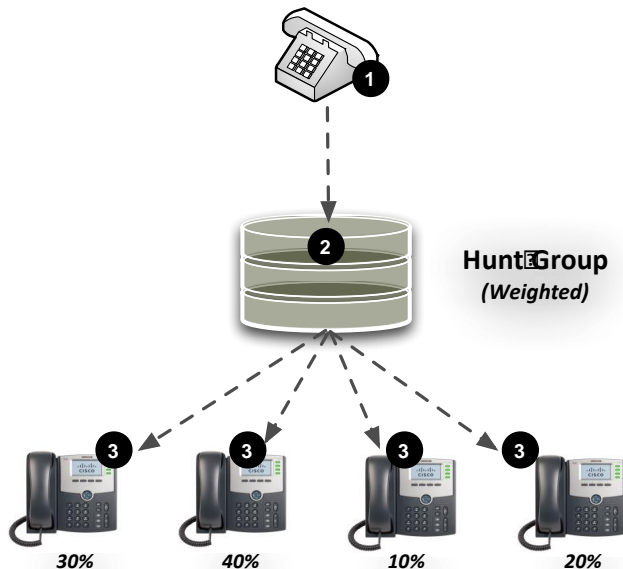
1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Regular ringing policy,
3. The first assigned Placetel UC-One PBX user's phone rings
4. Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voicemail or overflow based on settings. It does not start at the beginning of the queue.

- **Uniform** – When a call ends that user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the queue, the call is not included in the receiving order for uniform calls. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Uniform ringing policy
3. The most idle Placetel UC-One PBX user's phone rings
4. The call is routed to the next most idle assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voicemail, or overflow based on settings. It does not start at the beginning of the queue.

- **Weighted Call Distribution** – enables calls to be distributed to agents according to a pre-defined weighting. Each agent is assigned a weight that corresponds to the percentage of incoming calls they receive.



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Weighted ringing policy.
3. The queue determines the appropriate phone to ring first based on the preset call distribution weights in relation to the historical call volume. These weight assignments must total 100%. **NOTE:** Agents with a 0% weight assignment will only receive calls when all other agents are on a call that was delivered to them from the queue.
4. The call is then routed to the next user after a predetermined number of rings with no answer based on maintaining the appropriate distribution weights, this repeats until the call is answered,
5. A call is connected when the first assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voicemail or overflow based on settings. It does not start at the beginning of the queue.
7. In the event that all idle phones have been visited without answer, the administrator can define an alternative phone number thereby pushing the call to another individual or group.

In order to support environments where individuals receive calls from multiple Call Queues, or need to distinguish the calls that come through a Call Queue, administrators can define a distinct Caller ID label for each Call Queue. This option prepends a caller ID prefix to calls distributed by the Call Queue service, thereby enabling users to distinguish them from direct incoming calls or different Call Queues, for example, "Support – John Smith".

Feature Prerequisites

Before the Call Queue service can be used the following conditions must be met:

- At least one 2 Way DID must be assigned to the Call Queue and be active
- There must be at least one Call Queue Agent seat in inventory at the site
- At least one Agent must be assigned to the Queue
- At least the main greeting must be uploaded into the Call Queue

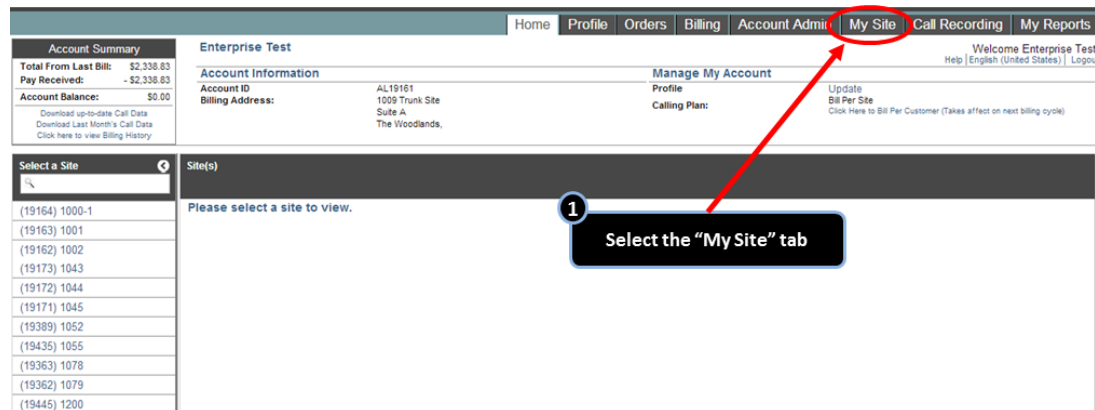
Call Queue Notes:

- User features such as Call Forwarding are not invoked on calls to users from the Call Queue
- Agents (Users) can "sign out" of the queue by activating Do Not Disturb
- All greetings must be formatted as CCIT u-Law 8.000kHz, 8 bit Mono .WAV

Feature Setup

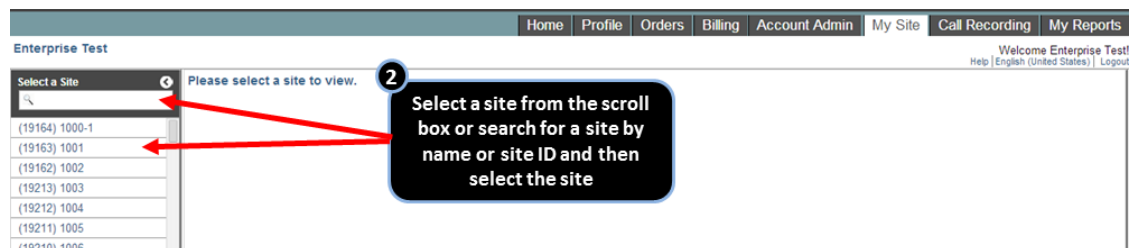
Prior to using the Call Queue service, the Site administrator must set up the feature to answer and route calls appropriately. Once logged into My Site, simply follow the steps detailed below.

Step 1. Go to My Site



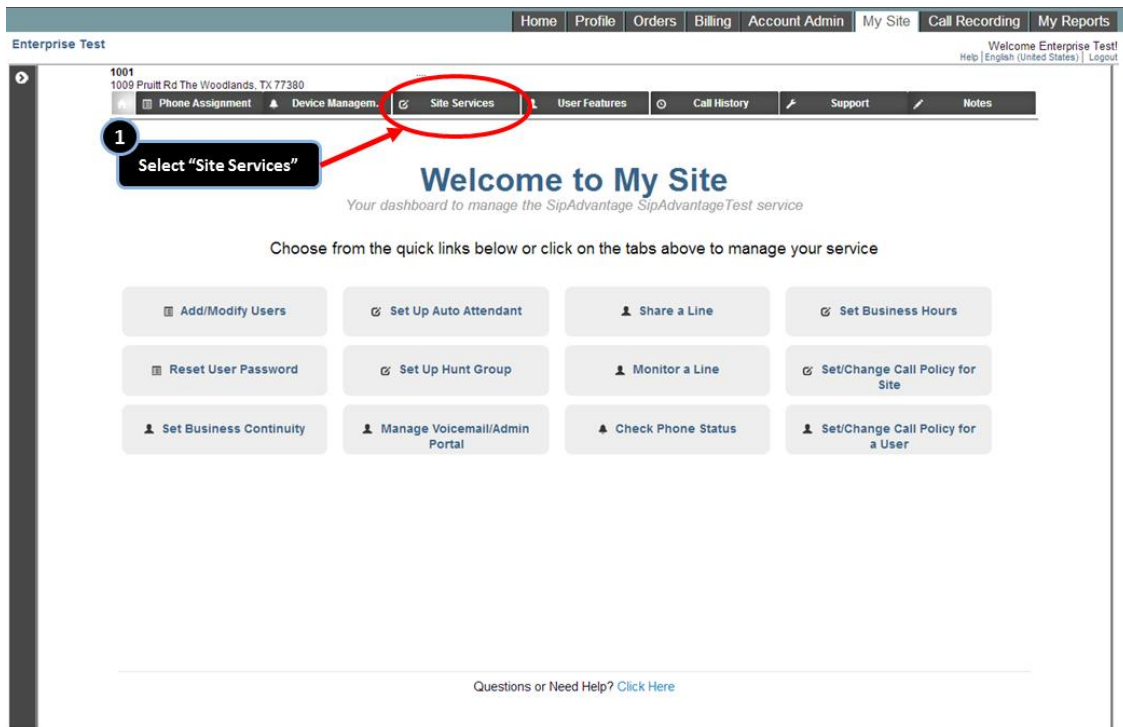
The screenshot shows the Placetel web interface. The top navigation bar includes links for Home, Profile, Orders, Billing, Account Admin, My Site, Call Recording, and My Reports. The 'My Site' tab is highlighted with a red circle and a red arrow pointing to it. Below the navigation bar, the 'Enterprise Test' section is visible, showing account information and a list of sites. A callout box with the number 1 and the text 'Select the "My Site" tab' points to the 'My Site' tab.

Step 2. Select the appropriate Site to configure



The screenshot shows the 'Enterprise Test' section of the Placetel web interface. The 'Select a Site' dropdown menu is open, displaying a list of sites. A red arrow points to the dropdown, and a callout box with the number 2 and the text 'Select a site from the scroll box or search for a site by name or site ID and then select the site' points to the dropdown.

Step 3. Go to Site Services



Enterprise Test

1001
1009 Pruitt Rd The Woodlands, TX 77380

Phone Assignment Device Management **Site Services** User Features Call History Support Notes

1
Select "Site Services"

Welcome to My Site

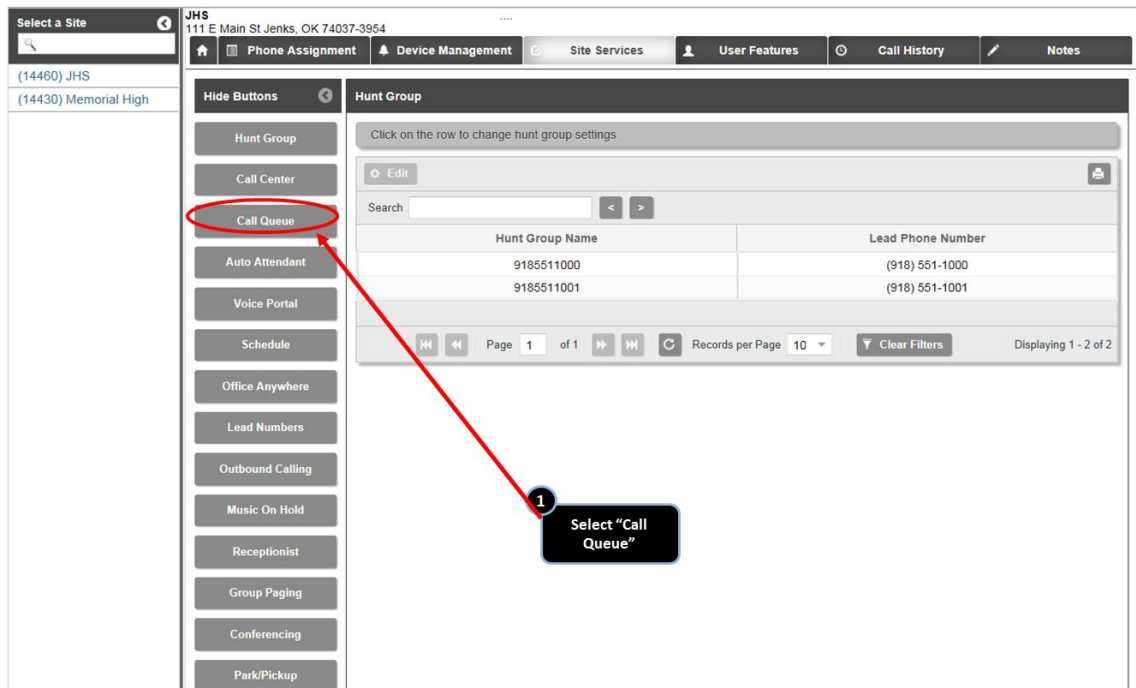
Your dashboard to manage the SipAdvantage SipAdvantageTest service

Choose from the quick links below or click on the tabs above to manage your service

- Add/Modify Users
- Set Up Auto Attendant
- Share a Line
- Set Business Hours
- Reset User Password
- Set Up Hunt Group
- Monitor a Line
- Set/Change Call Policy for Site
- Set Business Continuity
- Manage Voicemail/Admin Portal
- Check Phone Status
- Set/Change Call Policy for a User

Questions or Need Help? [Click Here](#)

Step 4. Go to the Call Queue tab



Select a Site

JHS
111 E Main St Jenks, OK 74037-3954

Phone Assignment Device Management **Site Services** User Features Call History Notes

Hide Buttons

- Hunt Group
- Call Center
- Call Queue**
- Auto Attendant
- Voice Portal
- Schedule
- Office Anywhere
- Lead Numbers
- Outbound Calling
- Music On Hold
- Receptionist
- Group Paging
- Conferencing
- Park/Pickup

Hunt Group

Click on the row to change hunt group settings

Edit

Search

Hunt Group Name	Lead Phone Number
9185511000	(918) 551-1000
9185511001	(918) 551-1001

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 2 of 2

1
Select "Call Queue"

Step 5. Select the Call Queue to Configure

Call Queue

Double-click on the row to change call queue settings

⚙ Edit Hit "Edit"

Search < >

Call Queue Name	Lead Phone Number	Extension	Policy	Active
8505559122	8505559122	9122	Regular	<input checked="" type="checkbox"/>
8505559141	8505559141	9141	Regular	<input checked="" type="checkbox"/>

⏮ ⏪ Page 1 of 1 ⏩ ⏭ Records per Page 10 Displaying 1 - 2 of 2

Annotations:

- 1: Select the Call Queue to Edit (points to the first row in the table)
- 2: Hit "Edit" (points to the Edit button)

Step 6. Configure the Call Queue Settings – Call Queue Info

Edit Call Queue

8505559122: 8505559122

Settings Agent Assignments Announcements Queue Reports

Show/hide panel by clicking triangular button

▲ Call queue info

Call queue info:
STANDARD

Call queue name:
8505559122

Caller id label:
9122

Extension:
9122

▼ Distinctive ringing

▼ How do you want your phones to ring

▼ Calls queue size

▼ Agent settings

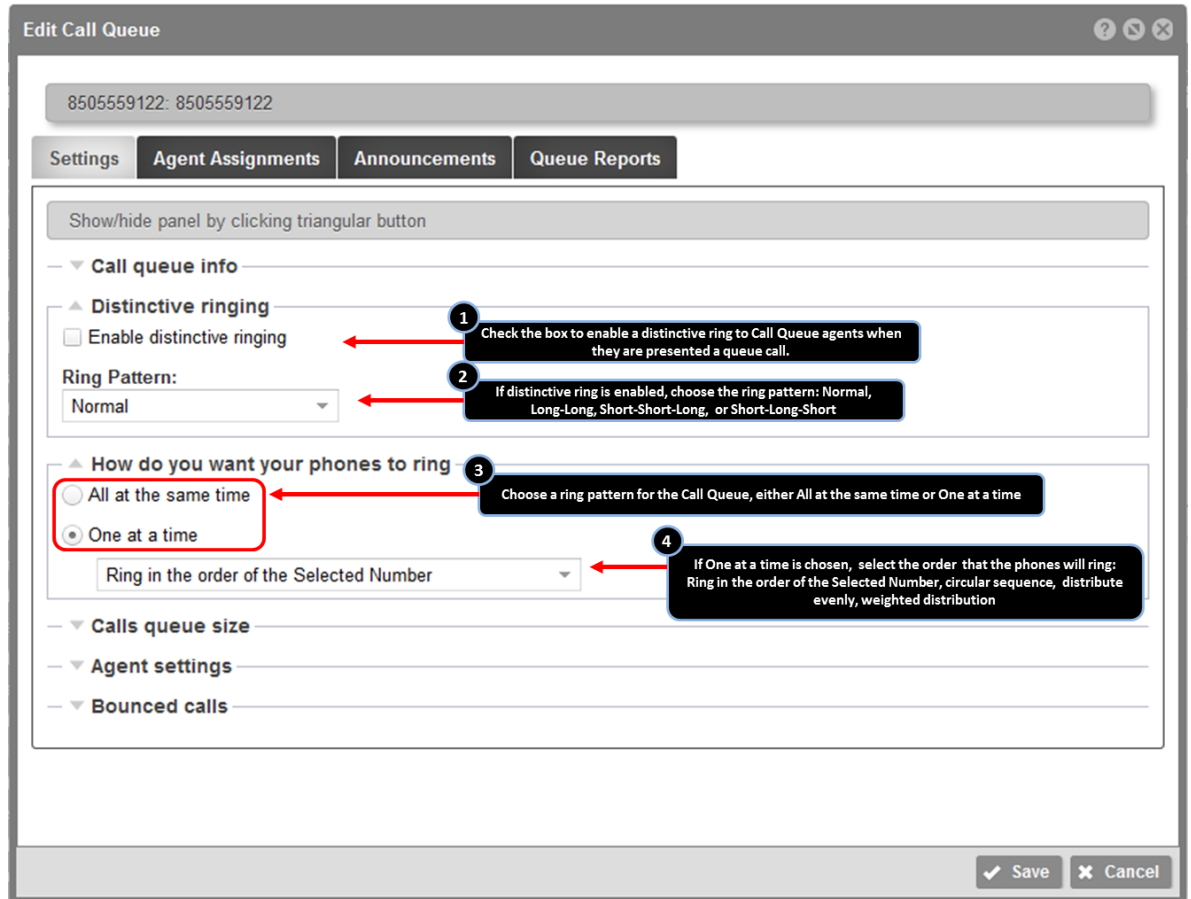
▼ Bounced calls

Annotations:

- 1: Enter a name for the Call Queue which will be used to identify it in My Site (points to the Call queue name field)
- 2: Enter a Caller ID name label which will be used for outbound call from this Call Queue (points to the Caller id label field)
- 3: Enter an extension number for this Call Queue to be reached from phones in this Enterprise (points to the Extension field)

NOTE: The lead number is the phone number callers can dial from outside your office location to reach the queue; it is displayed in the upper-left corner

Step 7. Configure the Call Queue Settings – Distinctive Ringing and Ring Sequence



8505559122: 8505559122

Settings Agent Assignments Announcements Queue Reports

Show/hide panel by clicking triangular button

– Call queue info

▲ Distinctive ringing

☐ Enable distinctive ringing

Ring Pattern:
Normal

▲ How do you want your phones to ring

☐ All at the same time

☒ One at a time

Ring in the order of the Selected Number

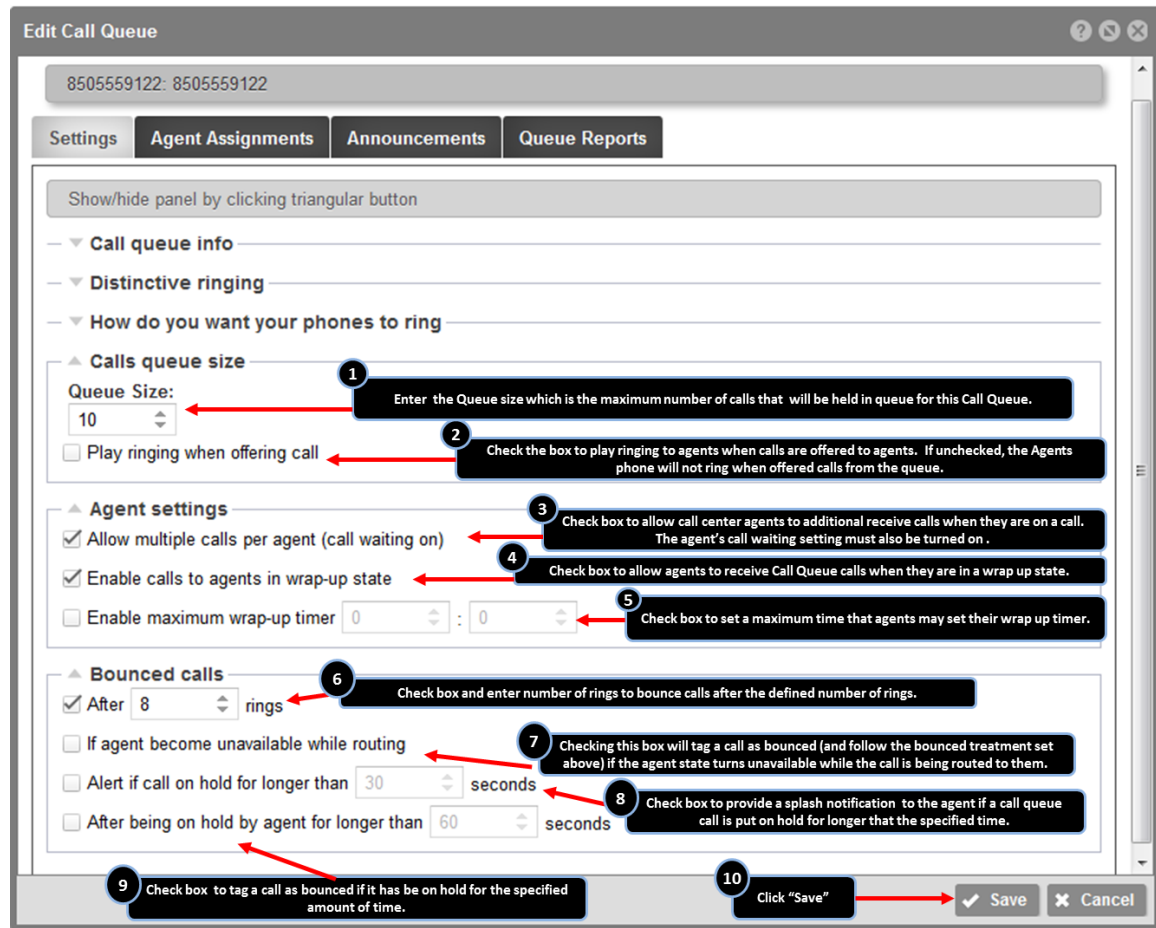
Save Cancel

Distinctive Ringing

When distinctive ringing is enabled and selected the agent will hear a unique ring pattern (cadence) for calls sent to them from the call queue versus other incoming calls.

How do you want you phones to ring

Defines the order that agents will be presented calls from the queue.

Step 8. Configure the Call Queue Settings – Queue Size, Agent Settings, Bounce Calls

The screenshot shows the 'Edit Call Queue' window for queue ID 8505559122. It features tabs for Settings, Agent Assignments, Announcements, and Queue Reports. The 'Settings' tab is active, showing expandable sections for Call queue info, Distinctive ringing, How do you want your phones to ring, Calls queue size, Agent settings, and Bounced calls. Numbered callouts (1-10) point to specific settings: 1. Queue Size (set to 10); 2. Play ringing when offering call; 3. Allow multiple calls per agent; 4. Enable calls to agents in wrap-up state; 5. Enable maximum wrap-up timer; 6. Bounced calls (After 8 rings); 7. If agent become unavailable while routing; 8. Alert if call on hold for longer than 30 seconds; 9. After being on hold by agent for longer than 60 seconds; 10. Click 'Save'.

Queue Size

The queue size represents the number of calls that can be held in queue before the overflow policy is triggered. While calls are held in queue, they will hear announcements and/or hold music as configured.

Agent Settings

Allow multiple calls per agent (call waiting on): If this box is checked, agents can be presented with multiple queued calls even when already on a call.

Enable calls to agents in wrap-up state: The wrap-up state allows agents to perform post-call work prior to receiving the next queued call. If this box is checked, calls can be delivered to agents while they are in the wrap-up state.

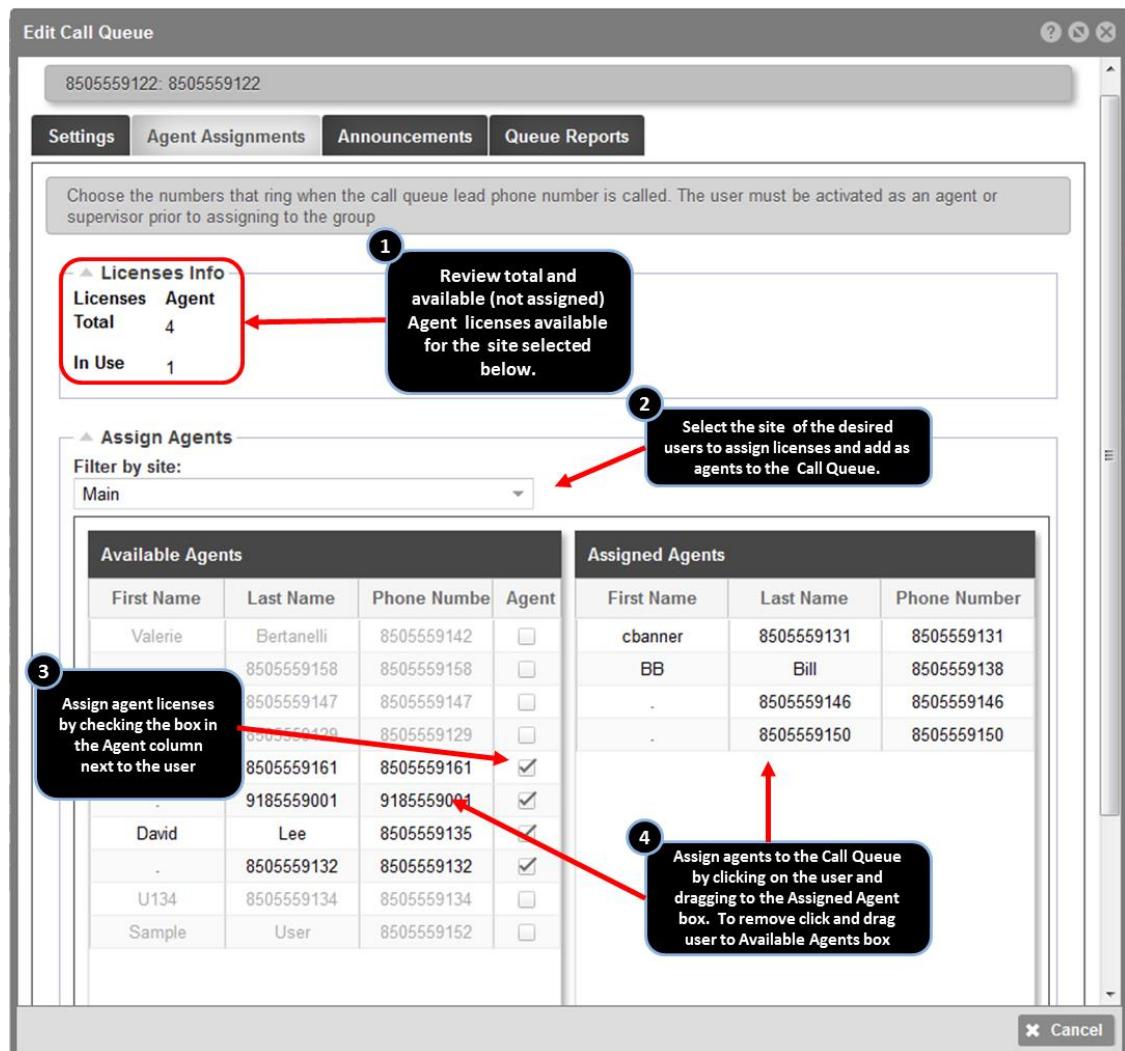
Enable maximum wrap-up timer: If this box is checked, agents in the wrap-up state are limited to the number of minutes/seconds configured in the timer settings. Once the time is exceeded, the agent will be sent back to the available state. Check this box to enable and select the number of minutes and seconds from the pull-down menus.

Bounced Calls

Bounced calls are those that have been sent to an available agent, but the agent does not answer.

- Check the **After x rings** box to configure the number of rings a caller will hear before the call is bounced. Then select the number of rings from the drop-down menu.
- Check the **If agent becomes unavailable while routing** box to bounce a call being sent to an agent, should that agent transition to the unavailable state while the call is en route.
- Check the **Alert if call on hold for longer than x seconds** box to notify an agent if a call they have received from the queue has been put on hold for longer than the configured time. Enter the time in seconds or use the pull-down arrows to select.
- Check the **After being on hold by agent for longer than x seconds** box to bounce the call from the agent if the caller has been placed on hold by the agent for longer than the configured time. Enter the time in seconds or use the pull-down arrows to select.

Step 9. Assign Agents to the Call Queue



1 Review total and available (not assigned) Agent licenses available for the site selected below.

2 Select the site of the desired users to assign licenses and add as agents to the Call Queue.

3 Assign agent licenses by checking the box in the Agent column next to the user

4 Assign agents to the Call Queue by clicking on the user and dragging to the Assigned Agent box. To remove click and drag user to Available Agents box

Licenses Info	
Licenses	Agent
Total	4
In Use	1

Filter by site: Main

Available Agents			
First Name	Last Name	Phone Numbe	Agent
Valerie	Bertanelli	8505559142	<input type="checkbox"/>
		8505559158	<input type="checkbox"/>
		8505559147	<input type="checkbox"/>
		8505559129	<input type="checkbox"/>
		8505559161	<input checked="" type="checkbox"/>
		9185559001	<input checked="" type="checkbox"/>
David	Lee	8505559135	<input checked="" type="checkbox"/>
		8505559132	<input checked="" type="checkbox"/>
U134		8505559134	<input type="checkbox"/>
Sample	User	8505559152	<input type="checkbox"/>

Assigned Agents		
First Name	Last Name	Phone Number
cbanner		8505559131
BB	Bill	8505559138
.		8505559146
.		8505559150

Step 10. Configure Call Queue Entrance Message

Edit Call Queue

8505559122: 8505559122

Settings | **Agent Assignments** | **Announcements** | **Queue Reports**

Hide Buttons | **Entrance**

Entrance Settings

- ☒ Play entrance message
- ☐ Entrance message is mandatory when played

Announcement Recording Upload

Announcement Type:

- ☒ Default
- ☐ Custom

	Description	Upload	
1	Description	Upload	
2	Description	Upload	
3	Description	Upload	
4	Description	Upload	

Hit "Save" | **Save** | **Cancel**

Entrance: Played when callers first reach the queue. For example, "Thank you for calling ABC Company. An agent will be with you shortly." Optionally, it can be set as mandatory. If the mandatory option is not selected and a caller reaches the call queue while there is an available agent, the caller will not hear this announcement and will be transferred to an agent.

Step 11. Configure Call Queue Wait Message and Settings

Edit Call Queue

8505559122: 8505559122

Settings | Agent Assignments | Announcements | Queue Reports

Hide Buttons (Left sidebar): Entrance, Wait, Comfort, Hold, Overflow

Wait Settings

- ☐ Enable estimated wait message for queued calls
- ☐ Announce queue position
 - *Play message for callers in queue position or lower
 - ☒ Play high volumn message
- ☐ Announce wait time
 - *Play message for callers with a wait time of minutes or lower
 - ☒ Play hight volumn message
- *Default handling time minutes per call

Callouts:

- Check box activate Wait message, uncheck to deactivate.
- Choose either Announce queue position or Announce wait time
- Announce queue position informs the caller how many callers are in queue. Enter the maximum queue position (1-100) to hear the announcement.
- Announce wait time informs the caller an estimated waiting time in queue. Enter the maximum minutes (1-100) to hear the announcement.
- Enter a number of minutes to be announced when the system does not have enough calls to calculate an estimated wait time.
- Hit "Save"

Buttons: Save, Cancel

2 Types of Wait Messages

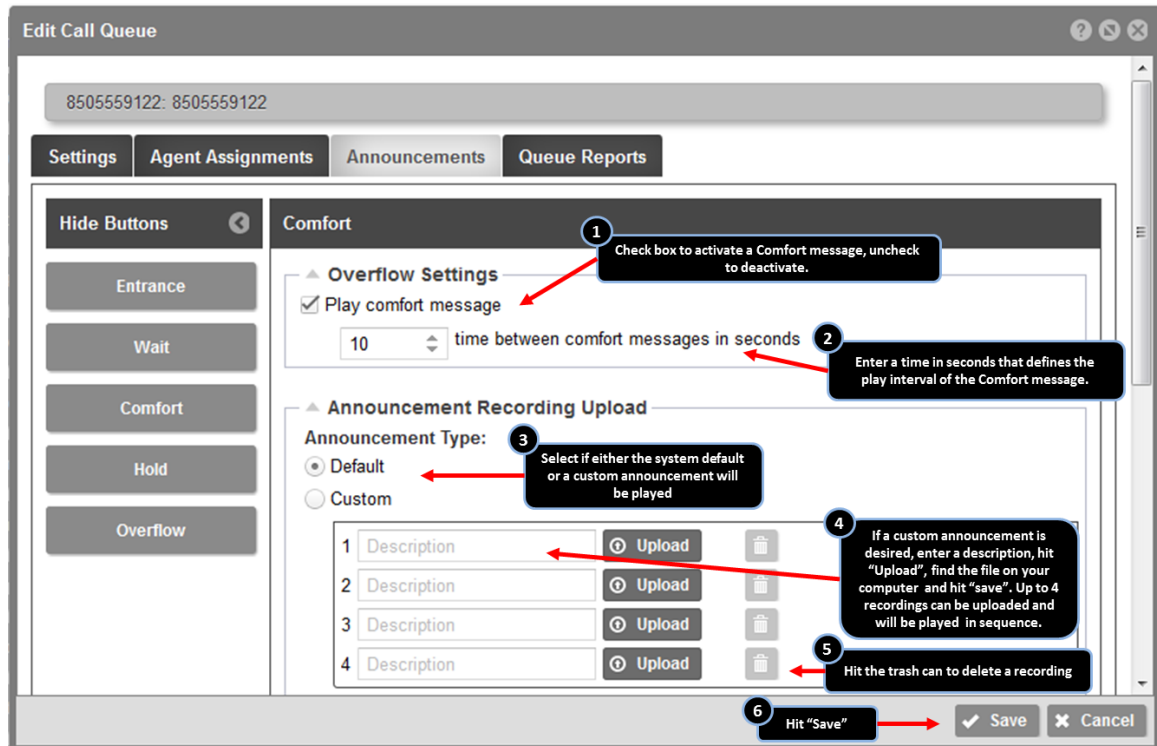
- If enabled, select the **Announce queue position** option to notify the caller of their position in the queue.
- Enter a maximum number. For example, if this was set to 100 or lower, callers 100 and lower would hear their position in queue. The one-hundred first caller and higher would not hear the message.
- Select **Play High volume message** (optional). If selected, a system default high call volume message would be played to callers with a position in queue higher than the configured maximum.

OR

- If enabled, select **Announce wait time**.
- Enter the maximum wait time. For example, if this was set to two minutes or lower, callers with an estimated wait time of two minutes or less would hear their wait time.
- Select **Play High volume message** (optional). If selected, a high volume message will be played to callers with an estimated wait time greater than the configured maximum. The estimated wait time is calculated by: *Estimated Wait Time = (caller's position in queue * average call handling time) / number of agents available.*

If the system cannot calculate the handling time, default handling time will be used to calculate the estimated wait time.

Step 12. Configure Call Queue Comfort Message



8505559122: 8505559122

Settings Agent Assignments Announcements Queue Reports

Hide Buttons

Entrance

Wait

Comfort

Hold

Overflow

Comfort

1 Check box to activate a Comfort message, uncheck to deactivate.

2 Enter a time in seconds that defines the play interval of the Comfort message.

3 Select if either the system default or a custom announcement will be played

4 If a custom announcement is desired, enter a description, hit "Upload", find the file on your computer and hit "save". Up to 4 recordings can be uploaded and will be played in sequence.

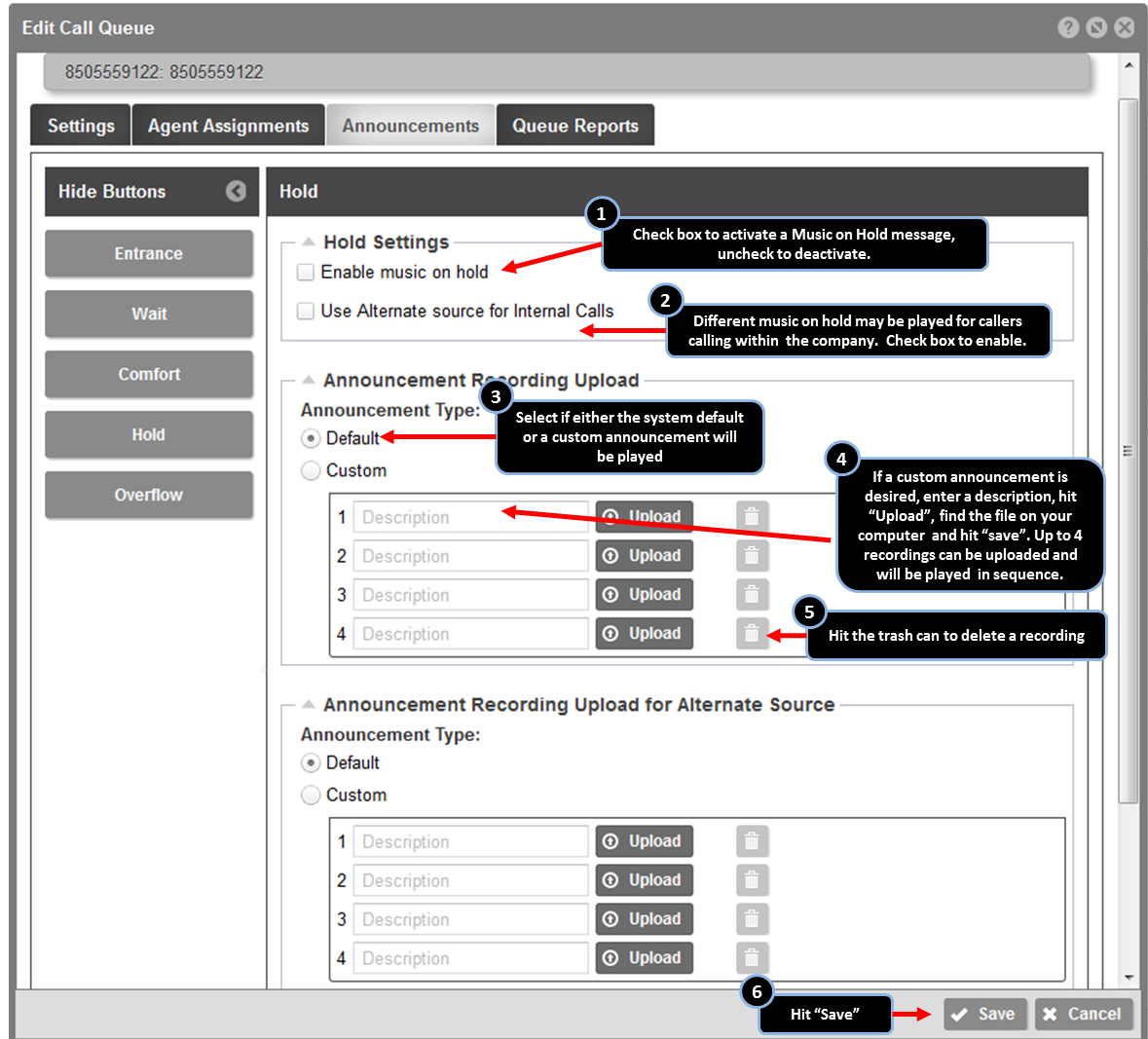
5 Hit the trash can to delete a recording

6 Hit "Save"

Save Cancel

Comfort: Played after the entrance message and before the music on hold. This is typically a custom announcement that plays information such as current promotions or information about products and services

Step 13. Configure Call Queue Music on Hold



Edit Call Queue 8505559122: 8505559122

Settings Agent Assignments Announcements Queue Reports

Hide Buttons ◀

Entrance

Wait

Comfort

Hold

Overflow

Hold

▲ **Hold Settings**

☐ Enable music on hold

☐ Use Alternate source for Internal Calls

▲ **Announcement Recording Upload**

Announcement Type:

☒ Default

☐ Custom

	Description	Upload	
1	Description	Upload	
2	Description	Upload	
3	Description	Upload	
4	Description	Upload	

▲ **Announcement Recording Upload for Alternate Source**

Announcement Type:

☒ Default

☐ Custom

	Description	Upload	
1	Description	Upload	
2	Description	Upload	
3	Description	Upload	
4	Description	Upload	

Hit "Save"

Save Cancel

Hold: Played after the comfort message in a repetitive loop. This announcement is typically a music file.

Step 14. Configure Call Queue Overflow Options

Overflow

Overflow treatment is applied to calls when the queue reaches its size limit or when callers have been in queue for a specified amount of time. For example, if the queue size limit is set to 20, the twenty-first caller will be routed to the overflow destination. Likewise, if the overflow timer is set to two minutes, after two minutes callers will be routed to the overflow destination.

Overflow Treatment Options

- **Perform busy treatment:** If selected, the caller will hear a fast busy tone.
- **Transfer to a phone number:** If selected, enter the number to transfer overflow calls to. This can be an extension within any site or an external number. *Note: if transferred to another Call Queue at the site, the queue timers do not reset – a call could be bounced immediately from the receiving queue.*
- **Play ringing until caller hangs up:** If selected, the caller will hear ringing until they disconnect.

Step 15. Retrieve Call Queue Metrics

Edit Call Queue

8505559122: 8505559122

Settings Agent Assignments Announcements Queue Reports

▲ Report Filters

Start Date:

End Date:

1 Define a start date and end date for the report. Data for the three previous days can be queried.

1 Click "Queue/Agent Stats" to run the report

Queue/Agent Stats

▲ Report Info

Calls currently in queue:

1 Click "Refresh" to see the current number of calls waiting in queue

Refresh

Save Cancel

An example of the Queue/Agent Stats

Reports

▲ Reports for

8505559122 : 05-20-2014 to 05-22-2014

▲ Queue Stats

Export ? Print

Search < >

Stat	Value
Calls Abandoned(avg. in sec.)	0
Number Of Agents Staffed(avg.)	0
Number Of Agents Talking(avg.)	0
Wait Time(avg. in sec.)	0
Busy Overflows	0
Calls Abandoned	0
Calls Answered	0
Calls Timed Out	0
Calls Transferred	0

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 9 of 9

▲ Agent Stats

Export ? Print

Search < >

First Name	LastName	Average Calls(Calls Handled	Total	Total Calls	Unanswered C	Hold Time(min	Talk Time(min)
BB	Bill		0	0	0	0		
.	8505559150		0	0	0	0		

Cancel