



PBX Guide

Call Center

Click **BACK** to add **Call Center Queues**

Click **+** to add

Call Center Queue

BACK **SAVE**

Queue Name	<input type="text" value="Queue1"/> <small>Enter the queue name.</small>	Set Queue name						
Extension	<input type="text" value="7200"/> <small>Enter the extension number.</small>	Set extension number						
Strategy	<input type="text" value="Longest Idle Agent"/> <small>Select the queue ring strategy.</small>	Select ring strategy						
Tiers	<table><thead><tr><th>Agent Name</th><th>Tier Level</th><th>Tier Position</th></tr></thead><tbody><tr><td><input type="text" value="Agent1"/></td><td><input type="text" value="0"/></td><td><input type="text" value="1"/></td></tr></tbody></table> <small>Tiers assign agents to queues.</small>	Agent Name	Tier Level	Tier Position	<input type="text" value="Agent1"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	Assign agents to the queue
Agent Name	Tier Level	Tier Position						
<input type="text" value="Agent1"/>	<input type="text" value="0"/>	<input type="text" value="1"/>						
Music on Hold	<input type="text" value="Default"/> <small>Select the desired hold music.</small>	Set Music on Hold						
Record	<input type="text" value="False"/> <small>Save the recording.</small>							
Time Base Score	<input type="text" value="System"/> <small>Select the time base score.</small>							
Max Wait Time	<input type="text" value="0"/> <small>Enter the max wait time.</small>							
Max Wait Time with No Agent	<input type="text" value="90"/> <small>Enter the max wait time with no agent.</small>							
Timeout Action	<input type="text" value="7500 IVR"/> <small>Set the action to perform when the max wait time is reached.</small>	Set Timeout destination						
Tier Rules Apply	<input type="text" value="False"/> <small>Set the tier rule rules apply to true or false.</small>							
Tier Rule Wait Second	<input type="text" value="30"/> <small>Enter the tier rule wait seconds.</small>							
Tier Rule Wait Multiply Level	<input type="text" value="True"/> <small>Set the tier rule wait multiply level to true or false.</small>							
Tier Rule No Agent No Wait	<input type="text" value="True"/> <small>Enter the tier rule no agent no wait.</small>							
Discard Abandoned After	<input type="text" value="900"/> <small>Set the discard abandoned after seconds.</small>							
Abandoned Resume Allowed	<input type="text" value="False"/> <small>Set the abandoned resume allowed to true or false.</small>							
Caller ID Name Prefix	<input type="text"/>	<small>Set a prefix on the caller ID name.</small>						
Announce Sound	<input type="text"/>	<small>A sound to play to a caller every announce sound seconds. Needs the full path to the wav file.</small>						
Announce Frequency	<input type="text"/>	<small>How often should we play the announce sound. Enter a number in seconds</small>						
Description	<input type="text"/>	<small>Enter a description, if desired.</small>						

Leave all other settings as is or configure it as needed

Click **SAVE** to save configuration