



Queue Management

Edit a Queue

You can manage the agents, change the ring strategy, or edit other queue settings.

1. Log in to PBX web portal, go to Call Features > Queue.
2. Click beside the queue that you want to edit.
3. Change the queue settings according to your needs.
 - To update the members of the queue, navigate to Members and move members into the queue.
4. Click Save and Apply.

Dynamic Agents

80 Items Available to be added to Queue Available

Search here

<input type="checkbox"/> Extension Number	Caller ID Name
<input type="checkbox"/> 1000	anna
<input type="checkbox"/> 1001	Mark Popper
<input type="checkbox"/> 1002	Jack Miller
<input type="checkbox"/> 1014	maryjane murray
<input type="checkbox"/> 1015	Terence Cook
<input type="checkbox"/> 1016	Bob Hill

13 Items Currently in Queue Selected

Search here

<input type="checkbox"/> Extension Number	Caller ID Name
<input type="checkbox"/> 1012	Mark King
<input type="checkbox"/> 1013	Laura Lawrence Smith
<input type="checkbox"/> 1020	Laura Robinson
<input type="checkbox"/> 1045	Stephanie
<input type="checkbox"/> 1025	Michael Smith
<input type="checkbox"/> 1046	Clare Cook

Note: Dynamic Agents can log in and out of the queue. Static Agents are always in the queue.