

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.

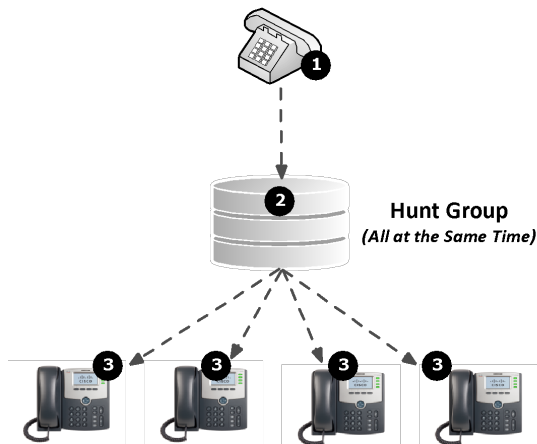
To complement the cloud based call queuing functionality, the Call Queue service also provides additional visibility into the calling activity of each queue via a series of reports. All reports are available online via My Account>My Reports, or from within the Call Queue configuration page. The information 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

Call 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



Caller dials the queue number

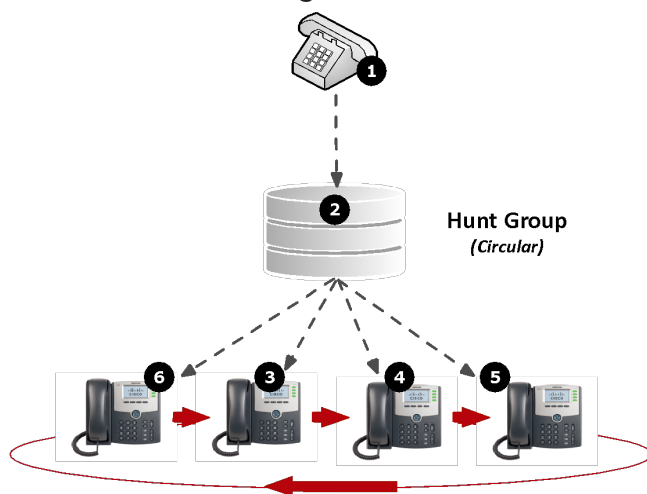
The queue answers the call with a recorded greeting and places the caller into the queue while invoking the “All at the Same Time” ringing policy

All assigned BroadCloud phones ring at the same time

A call is connected when the first assigned user picks up the phone

- **One at a Time**

- o **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.



Caller dials the queue number,

The queue answers the call with a recorded greeting and places the caller into the queue while invoking the Circular ringing policy,

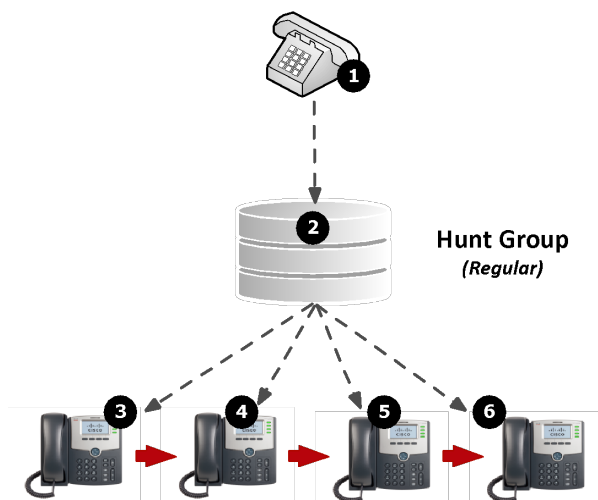
The first available BroadCloud users (following the user that last answered a call) phone rings, in this case the second user

Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered

A call is connected when the first assigned user picks up the phone

Call Queue

- o **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.



Caller dials the queue number

The queue answers the call with a recorded greeting and places the caller in queue while invoking the Regular ringing policy,

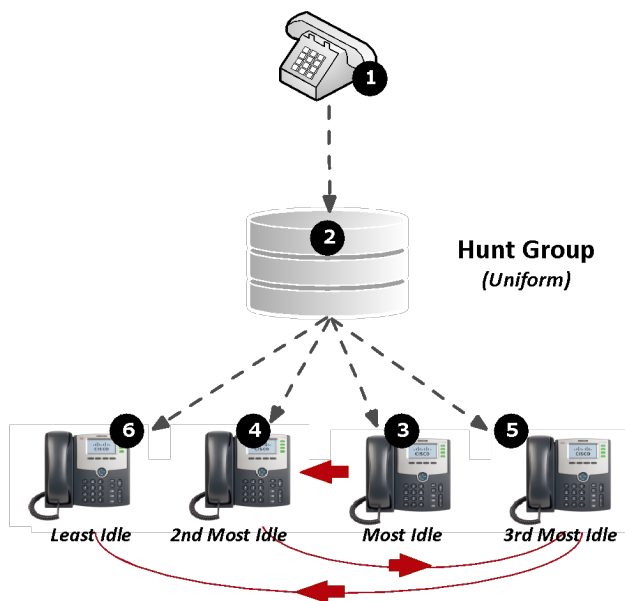
The first assigned BroadCloud user's phone rings

Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered

A call is connected when the first assigned user picks up the phone

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.

- o **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.



Caller dials the queue number

The queue answers the call with a recorded greeting and places the caller in queue while invoking the Uniform ringing policy

The most idle BroadCloud user's phone rings

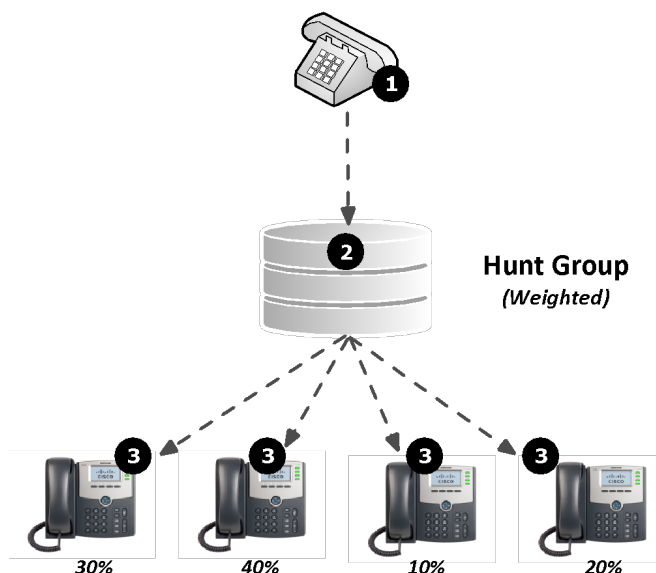
The call is routed to the next most idle assigned user after a predetermined number of rings with no answer, this repeats until the call is answered

A call is connected when the first assigned user picks up the phone

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.

Call Queue

- o **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.



Caller dials the queue number

The queue answers the call with a recorded greeting and places the caller in queue while invoking the Weighted ringing policy.

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.

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,

A call is connected when the first assigned user picks up the phone

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.

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.

Call Queue

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
- Agents may be assigned to Premium Station, Standard Station, Basic Station and Hosted PRI users

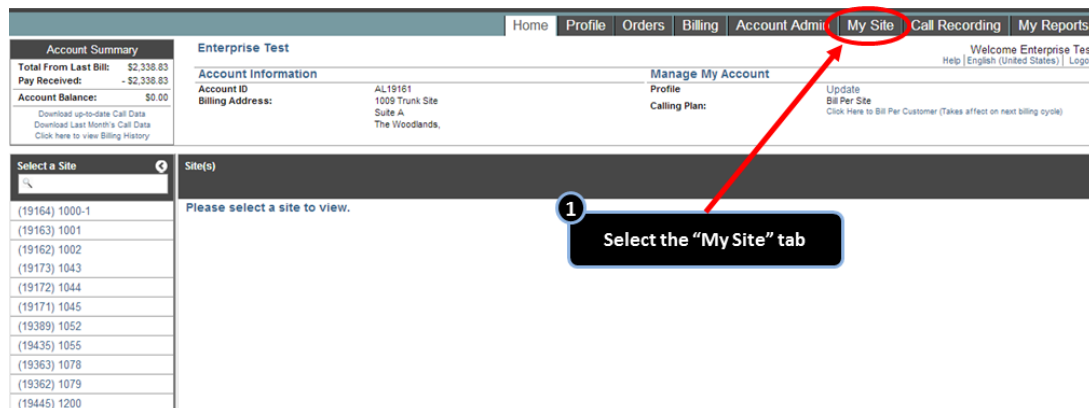
Call Queue Notes:

- 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

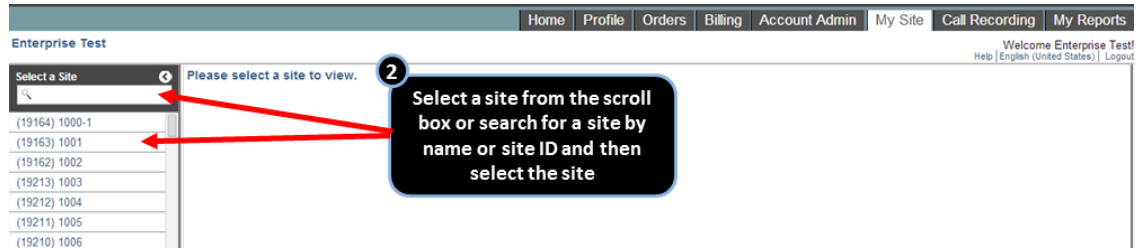
Prior to using the Call Queue service, the Site administrator must set up the feature to answer and route calls appropriately. Once logged into My Account, simply follow the steps detailed below.

Step 1. Go to My Site

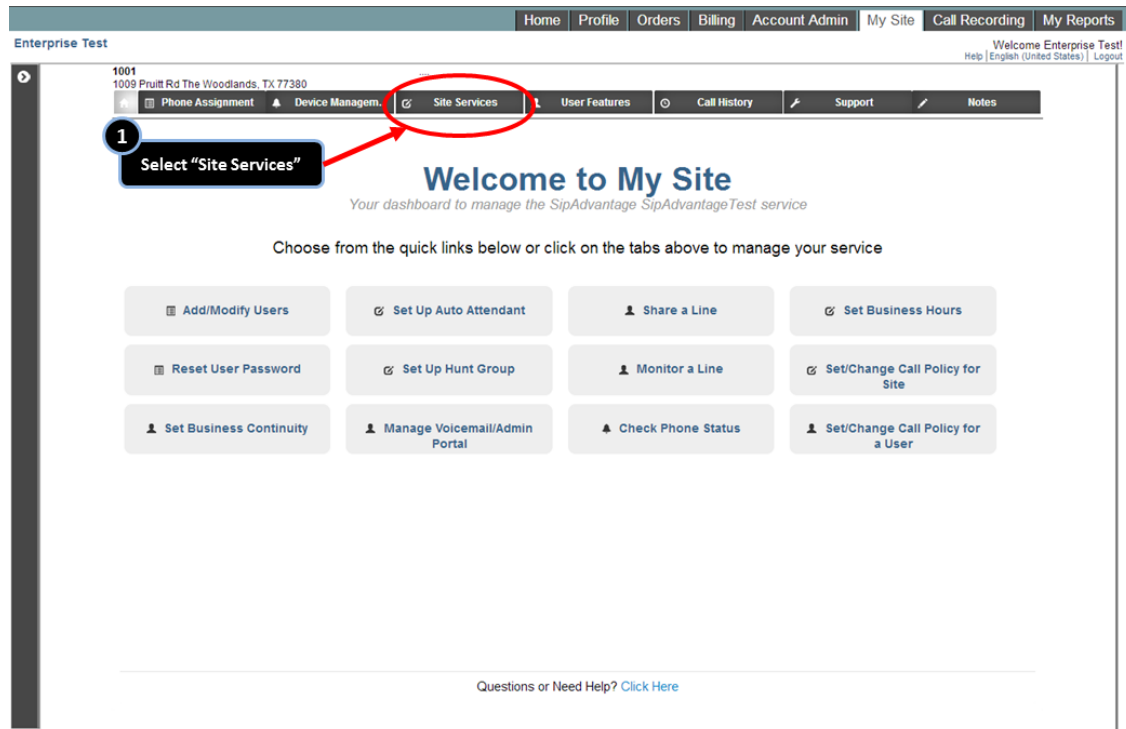


The screenshot shows the 'My Account' dashboard. The top navigation bar includes links for Home, Profile, Orders, Billing, Account Admin, **My Site**, Call Recording, and My Reports. The 'My Site' tab is circled in red. Below the navigation bar, there's an 'Account Summary' section on the left and 'Enterprise Test' account information on the right. The main content area is titled 'Site(s)' and contains a 'Select a Site' dropdown menu with 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 in the navigation bar.

Step 2. Select the appropriate Site to configure



Step 3. Go to Site Services



Step 4. Go to the Call Queue tab

The screenshot shows the dpcNETWORKS interface. On the left, under 'Select a Site', there are two options: '(14460) JHS' and '(14430) Memorial High'. Below this is a 'Hide Buttons' section with a list of buttons: 'Hunt Group', 'Call Center', 'Call Queue' (circled in red), 'Auto Attendant', 'Voice Portal', 'Schedule', 'Office Anywhere', 'Lead Numbers', 'Outbound Calling', 'Music On Hold', 'Receptionist', 'Group Paging', 'Conferencing', and 'Park/Pickup'. A red arrow points from a callout box labeled '1 Select "Call Queue"' to the 'Call Queue' button. The main area shows the 'Hunt Group' settings for 'JHS' at '111 E Main St Jenks, OK 74037-3954'. It includes a table with 'Hunt Group Name' and 'Lead Phone Number'.

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

Step 5. Select the Call Queue to Configure

The screenshot shows the 'Call Queue' configuration page. At the top, it says 'Double-click on the row to change call queue settings'. Below this is an 'Edit' button and a search bar. A table lists call queues with columns: 'Call Queue Name', 'Lead Phone Number', 'Extension', 'Policy', and 'Active'. A red arrow points from a callout box labeled '1 Select the Call Queue to Edit' to the first row of the table. Another red arrow points from a callout box labeled '2 Hit "Edit"' to the 'Edit' button.

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, Clear Filters, Displaying 1 - 2 of 2

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

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

1 Enter a name for the Call Queue which will be used to identify it in My Site

Caller id label:
9122

2 Enter a Caller ID name label which will be used for outbound call from this Call Queue

Extension:
9122

3 Enter an extension number for this Call Queue to be reached from phones in this Enterprise

▼ Distinctive ringing

▼ How do you want your phones to ring

▼ Calls queue size

▼ Agent settings

▼ Bounced calls

✓ Save ✕ Cancel

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

Call Queue

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

▼ Calls queue size

▼ Agent settings

▼ Bounced calls

Save Cancel

Distinctive Ringing

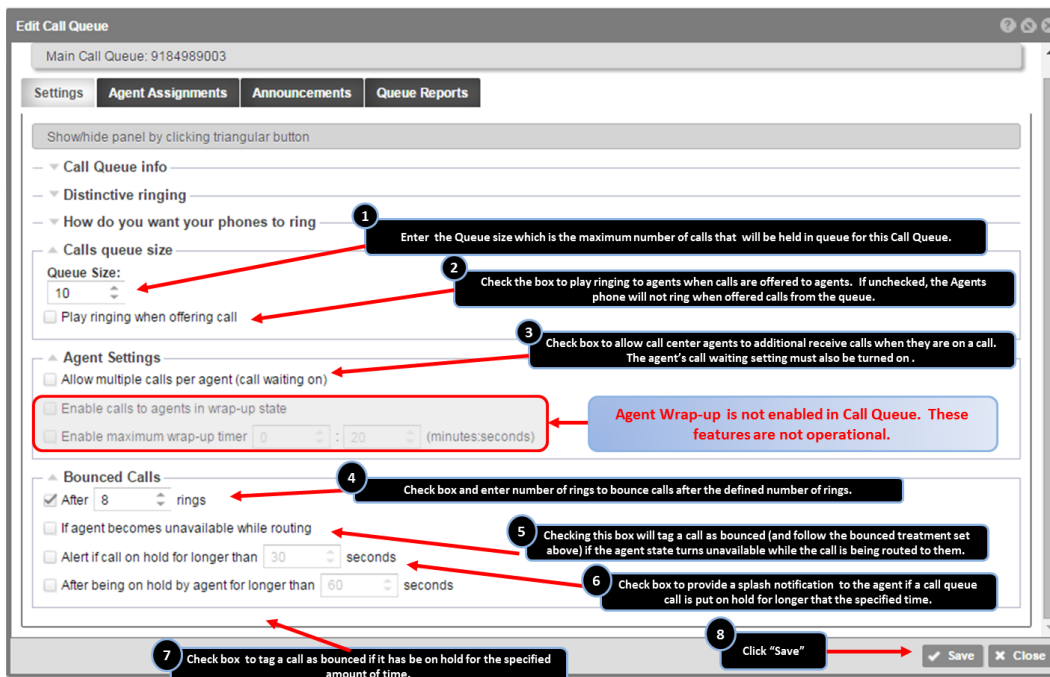
When distinctive ringing is enabled and selected the agent will hear a unique ring pattern (cadence) for calls sent to them from the call queue versus other incoming calls.

How do you want you phones to ring

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

Call Queue

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



The screenshot shows the 'Edit Call Queue' window for 'Main Call Queue: 9184989003'. It has tabs for 'Settings', 'Agent Assignments', 'Announcements', and 'Queue Reports'. The 'Settings' tab is active. The interface is divided into sections: 'Call Queue info', 'Distinctive ringing', 'How do you want your phones to ring', 'Calls queue size', 'Agent Settings', and 'Bounced Calls'. Eight numbered callouts point to specific settings:

1. Enter the Queue size which is the maximum number of calls that will be held in queue for this Call Queue. (Points to 'Queue Size: 10')
2. Check the box to play ringing to agents when calls are offered to agents. If unchecked, the Agents phone will not ring when offered calls from the queue. (Points to 'Play ringing when offering call')
3. Check box to allow call center agents to additional receive calls when they are on a call. The agent's call waiting setting must also be turned on. (Points to 'Allow multiple calls per agent (call waiting on)')
4. Check box and enter number of rings to bounce calls after the defined number of rings. (Points to 'After 8 rings' in 'Bounced Calls')
5. Checking this box will tag a call as bounced (and follow the bounced treatment set above) if the agent state turns unavailable while the call is being routed to them. (Points to 'If agent becomes unavailable while routing')
6. Check box to provide a splash notification to the agent if a call queue call is put on hold for longer than the specified time. (Points to 'Alert if call on hold for longer than 30 seconds')
7. Check box to tag a call as bounced if it has be on hold for the specified amount of time. (Points to 'After being on hold by agent for longer than 60 seconds')
8. Click "Save" (Points to the 'Save' button at the bottom right).

A red box highlights the 'Agent Settings' section, and a blue callout states: 'Agent Wrap-up is not enabled in Call Queue. These features are not operational.' This includes 'Enable calls to agents in wrap-up state' and 'Enable maximum wrap-up timer'.

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: This feature is not enabled in the Call Queue product.

Enable maximum wrap-up timer: This feature is not enabled in Call Queue product

Bounced Calls

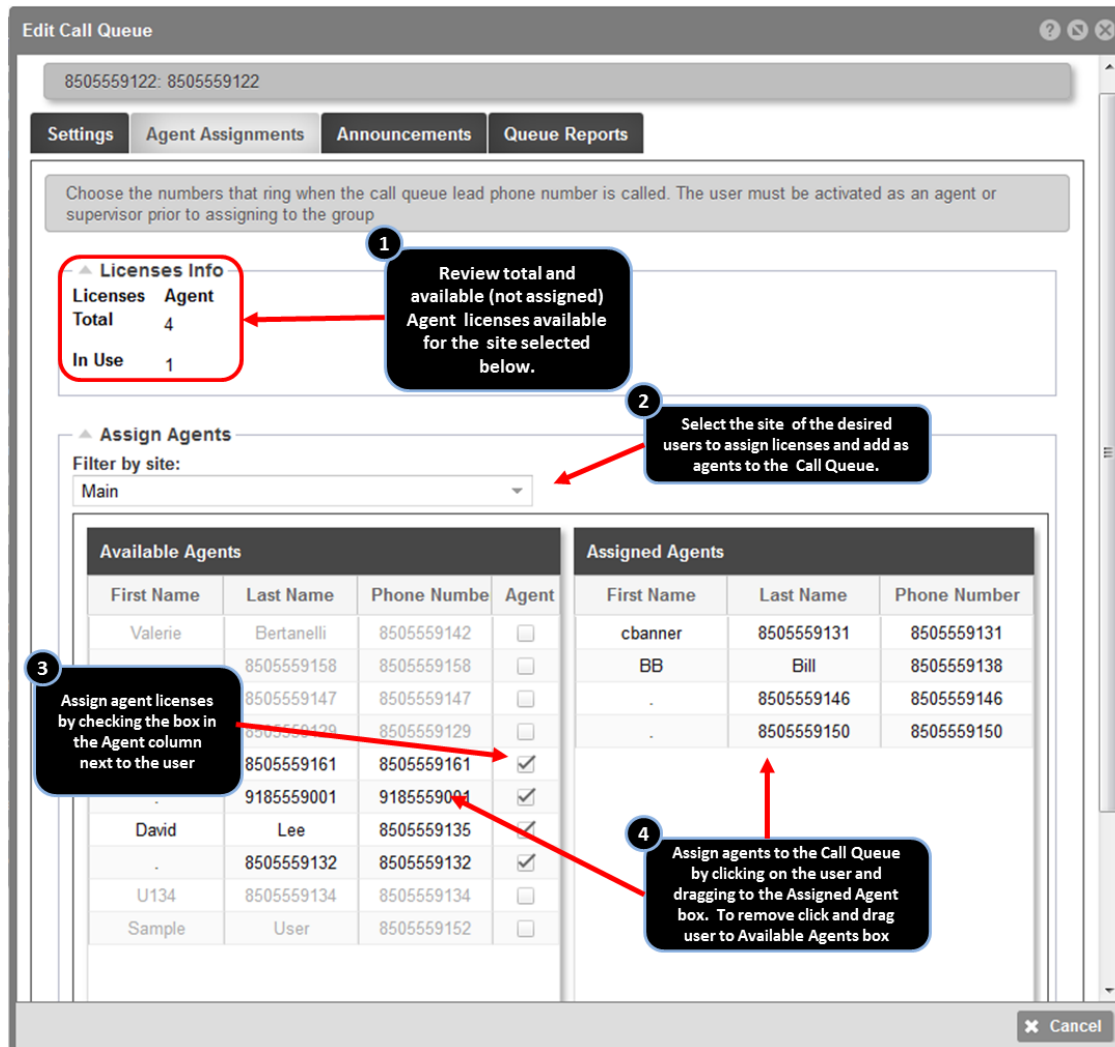
Bounced calls are those that have been sent to an available agent, but the agent does not answer.

- 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.

Call Queue

- c. 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.
- d. 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



Edit Call Queue

8505559122: 8505559122

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

Choose the numbers that ring when the call queue lead phone number is called. The user must be activated as an agent or supervisor prior to assigning to the group.

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

Licenses Info

Licenses	Agent
Total	4
In Use	1

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

Assign Agents

Filter by site: Main

Available Agents				Assigned Agents		
First Name	Last Name	Phone Numbe	Agent	First Name	Last Name	Phone Number
Valerie	Bertanelli	8505559142	<input type="checkbox"/>	cbanner	8505559131	8505559131
		8505559158	<input type="checkbox"/>	BB	Bill	8505559138
		8505559147	<input type="checkbox"/>		8505559146	8505559146
		8505559129	<input type="checkbox"/>		8505559150	8505559150
		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"/>			

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

Cancel

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	

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

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

▲ Overflow Settings

☒ Play comfort message

10 time between comfort messages in seconds

▲ Announcement Recording Upload

Announcement Type:

☒ Default

☐ Custom

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

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

The screenshot shows the 'Edit Call Queue' window for queue 8505559122. The 'Hold' tab is selected. On the left, a 'Hide Buttons' panel shows 'Entrance', 'Wait', 'Comfort', 'Hold', and 'Overflow' buttons. The main area is divided into sections with numbered callouts:

- 1** Points to the 'Enable music on hold' checkbox in the 'Hold Settings' section. Callout text: "Check box to activate a Music on Hold message, uncheck to deactivate."
- 2** Points to the 'Use Alternate source for Internal Calls' checkbox. Callout text: "Different music on hold may be played for callers calling within the company. Check box to enable."
- 3** Points to the 'Announcement Type' radio buttons (Default/Custom). Callout text: "Select if either the system default or a custom announcement will be played."
- 4** Points to the 'Upload' button for a custom announcement. Callout text: "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** Points to the trash icon for deleting a recording.
- 6** Points to the 'Hit "Save"' button at the bottom right.

The 'Announcement Recording Upload' section contains a table with 4 rows, each with a 'Description' field, an 'Upload' button, and a trash icon. A similar section exists for the 'Alternate Source'.

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

An example of the Queue/Agent Stats

Reports

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

Queue Stats

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

Agent Stats

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		