

Gear up your PBX

Cut Costs, Boost Profits

Version 20160711

Queues

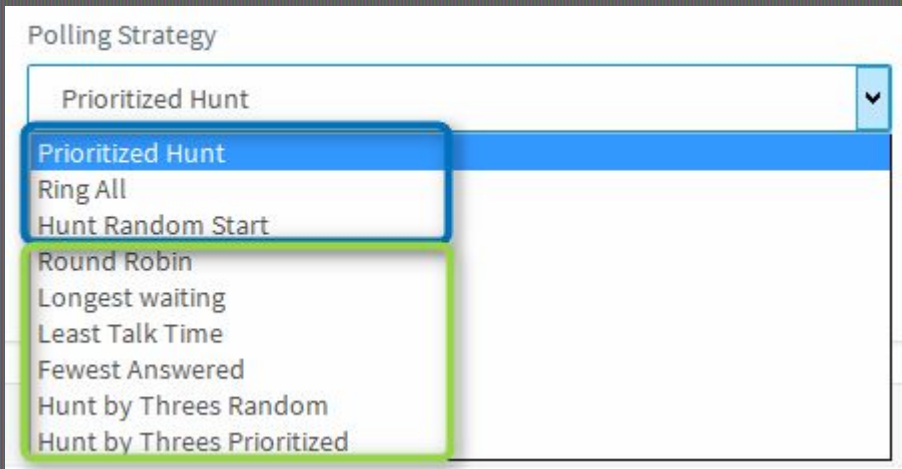


Goal of this Module

- Correctly utilize the Queue Functionality
 - Polling Strategies
 - Queue Options
 - Extension Login / Logout
 - Automation based on time
 - Queue Manager Rights

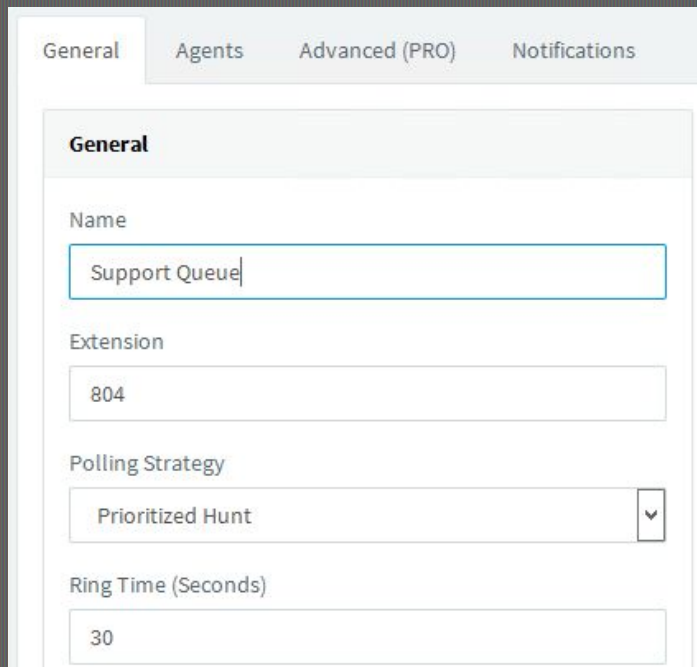
Concept: Call Queues

- Callers are Queued
- Distributed to available Agents
- Based on Strategies
 - Standard Edition: 3
 - Pro Edition: 9



Creating a Queue

- Management Console → Call Queues → Add
- In the **General** tab fill in:
 - Queue Name → Seen On Agents Display



The screenshot shows the 'General' tab of a queue configuration interface. At the top, there are four tabs: 'General' (selected), 'Agents', 'Advanced (PRO)', and 'Notifications'. Below the tabs, the 'General' section is highlighted. It contains four fields: 'Name' with the value 'Support Queue', 'Extension' with the value '804', 'Polling Strategy' with a dropdown menu showing 'Prioritized Hunt', and 'Ring Time (Seconds)' with the value '30'.

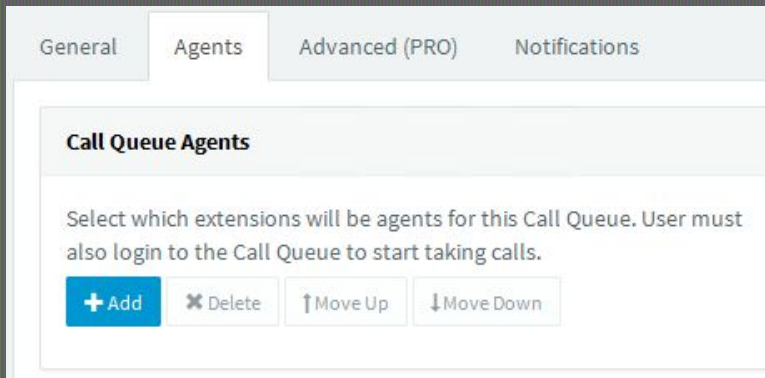
Field	Value
Name	Support Queue
Extension	804
Polling Strategy	Prioritized Hunt
Ring Time (Seconds)	30

Concept: Agents

- Answer Queue Calls
- One Call per Agent
- Part of Multiple Queues
- Login / Out from Queues
 - All Queues At Once
 - Can be automated based on time
 - Explicit (PRO only)

Queue - Agents

- **Agents** tab
 - **Add** Agent
 - Agent Order (may) Influence Polling Strategy



The screenshot shows a web interface for configuring a queue. At the top, there are four tabs: 'General', 'Agents' (which is selected), 'Advanced (PRO)', and 'Notifications'. Below the tabs, the section is titled 'Call Queue Agents'. A text box contains the instruction: 'Select which extensions will be agents for this Call Queue. User must also login to the Call Queue to start taking calls.' Below this text box are four buttons: a blue '+ Add' button, a '✕ Delete' button, an '↑ Move Up' button, and a '↓ Move Down' button.

General Agents Advanced (PRO) Notifications

Call Queue Agents

Select which extensions will be agents for this Call Queue. User must also login to the Call Queue to start taking calls.

+ Add ✕ Delete ↑ Move Up ↓ Move Down

Polling Strategies - Ring All

- Ring All
 - Rings all Agents **simultaneously**
 - First one that answers takes the call
- Round Robin
 - **Remembers** who answered the last call
 - Poll next Agent in the list

Polling Strategies - Prioritized and Random Hunts

- Prioritized Hunt (by threes)
 - Always rings **first three Agent(s)** in the list first
- Hunt Random Start (by threes)
 - Rings **three Agent(s)** from the list **at random**
 - If busy or does not answer
 - Next Agent(s) on the list
 - Next random Agent(s) from the list
 - Next call will start from
 - The first Agent(s) in the list
 - Random Agent(s) from the list

Polling Strategies - Agent Performance

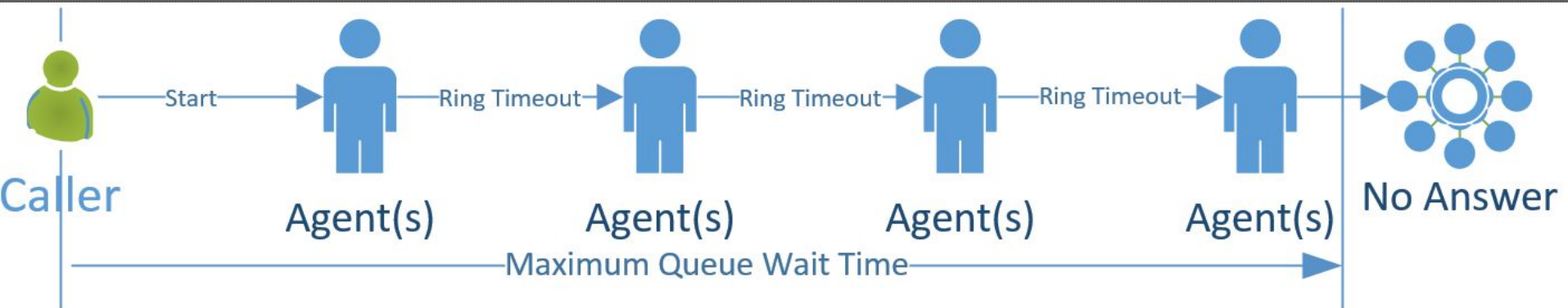
- Least Talk Time
 - The **sum** of all call durations for each Agent
- Fewest Answered
 - Total amount of **answered calls** for each Agent
 - Initially → Polls the Agent with the **least** amount
 - If busy or does not answer → Polls the Agent with the second **least** amount

Polling Strategies - Agent Performance

- Longest Waiting
 - **Idle time** of each Agent
 - Initially
 - Polls the Longest Waiting Agent first
 - If busy or no answer
 - Second Longest Waiting Agent
 - After call
 - Waiting Time is reset

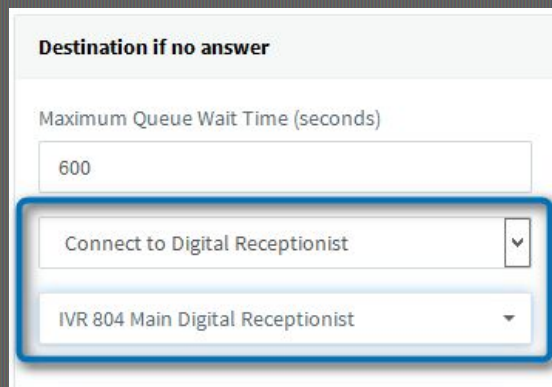
Queue - Basic Options

- Maximum Queue Wait Time
- Ring Timeout



Queue - Basic Options

- Destination if No Answer
 - Caller is transferred to a preconfigured destination
 - When:
 - Maximum Queue Wait Time is reached
 - **No Agents** are Logged In
 - Caller **presses *** while waiting
 - Maximum Callers in Queue reached



The screenshot shows a configuration form titled "Destination if no answer". It contains a text input field for "Maximum Queue Wait Time (seconds)" with the value "600". Below this is a dropdown menu currently showing "Connect to Digital Receptionist". A blue rectangular box highlights the dropdown menu and the option "IVR 804 Main Digital Receptionist" which is listed below the current selection.

Destination if no answer

Maximum Queue Wait Time (seconds)

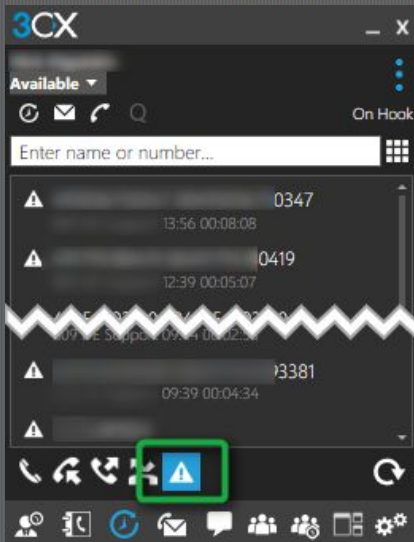
600

Connect to Digital Receptionist ▼

IVR 804 Main Digital Receptionist ▼

Queue - Missed Call Handling

- If call reaches the Destination if No Answer
If Caller hangs up **before** being serviced
- Missed Calls are not shown per Extension
→ Considered missed for the Queue
→ Not shown on deskphones
- 3CX client → Call History → **Abandoned Queue Calls**
→ Also can see total in **Switchboard**



All Queues						
Waiting: 2		Serviced: 10	Abandoned: 2	Longest waiting: 08:35		Average waiting: 01:49
		Average talking: 10:14				
Ext	Name	Agent Status	Ans	Ab...	Last Logged in/out	Talk time

Queue - Basic Options

- Separate Music on Hold
- Intro Prompt
 - Play while polling
 - Play whole
- Announce Queue Position
 - Numbering based on Polling Method
- Audio file format: WAV, PCM, 8 kHz, 16 bit, mono

Queue - Advanced Options

- Callback
 - User Triggered
 - Time Triggered
- Wrap-Up time
 - Minimum value 2 seconds
- Maximum Callers in Queue
- Priority Queue

Queue - Advanced Options

- Opt out of recording
- SLA time
- Reset Queue Statistics
 - Scheduled (Daily, Weekly, Monthly)
 - Manually
 - Important for Calculated Polling

Queue - Managers & Notifications

- Set Queue Manager(s)
 - Queue Settings → Notifications → Add
- Email Notifications
 - SLA Time Breached
 - Callback Made
 - Callback Fails
 - Queue Call Lost

Agent/Extension Login-Logout

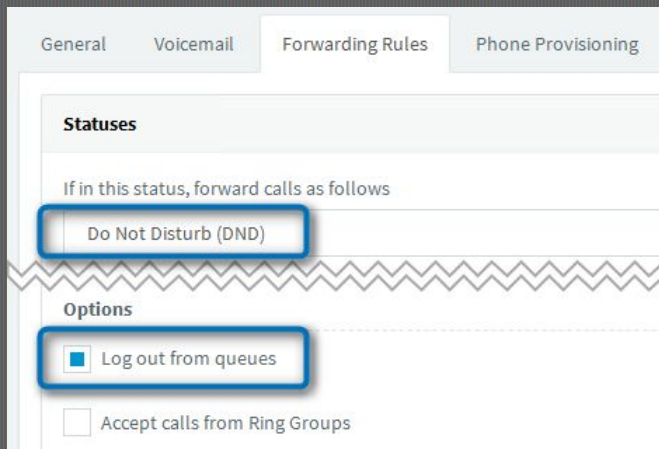
- Global Login/Logout
 - All Queues
- Explicit Login/Logout (PRO only)
 - Individual Queues
 - Overrides Global Status

More Information here:

<http://www.3cx.com/blog/docs/managing-queue-status/>

Automating Agent/Extension Login-Logout

- Possible for **Global** Login/Logout
 - Setup automatic Extension Profile Switching
→ Module 2.4 - Time Based Scheduling
 - Per Profile Status
→ Set desired Global Queue Login/Logout status
- Queue status can change with Extension Profile status



The screenshot shows a web interface with four tabs: 'General', 'Voicemail', 'Forwarding Rules', and 'Phone Provisioning'. The 'Forwarding Rules' tab is active. Below the tabs is a section titled 'Statuses' with the text 'If in this status, forward calls as follows'. A dropdown menu is open, showing 'Do Not Disturb (DND)'. Below this is a section titled 'Options' with two checkboxes: 'Log out from queues' (checked) and 'Accept calls from Ring Groups' (unchecked).

General Voicemail **Forwarding Rules** Phone Provisioning

Statuses

If in this status, forward calls as follows

Do Not Disturb (DND)

Options

☒ Log out from queues

☐ Accept calls from Ring Groups

Agent Login-Logout Example

- Ext 100 is Globally Logged In to Queues A and B
 - Ext 100 Explicitly Logs Out of Queue B
 - Ext 100 Globally Logs Out
 - Next Day, Ext 100 Globally Logs In
 - Result → Ext 100 is still Explicitly Logged Out of Queue B
 - Solution → Explicitly Log In Ext 100 to Queue B

Queue - Manager Rights


- Using the 3CX Client Switchboard
 - Queue Stats for All Queue Agents
 - Non-Managers → Only their own
 - Explicitly Log Out any Queue Agent
 - Non-Managers → Only themselves
 - Not necessarily a Queue Agent

Queue - 3CX WebMeeting

- Shared Room
 - All participants → **Same** Room
- Individual Room
 - Each participant → **Private** Room
- Participant joins a room
 - All Queue Agents receive a
 - **Chat Message** on their 3CX client
 - **Email** on address specified in Extension Settings
 - **Requires** the 3CX client for Windows

Queue - 3CX WebMeeting Uses

- Provide Support Via
 - Chat Messages
 - Audio / Video
- Share Documents
- Participant can request **Remote Control** of their PC
- All Features 3CX WebMeeting has to offer!



Gear up your PBX

Cut Costs, Boost Profits

More Training Material at:
www.3CX.com/3CXAcademy

