

CALL QUEUING

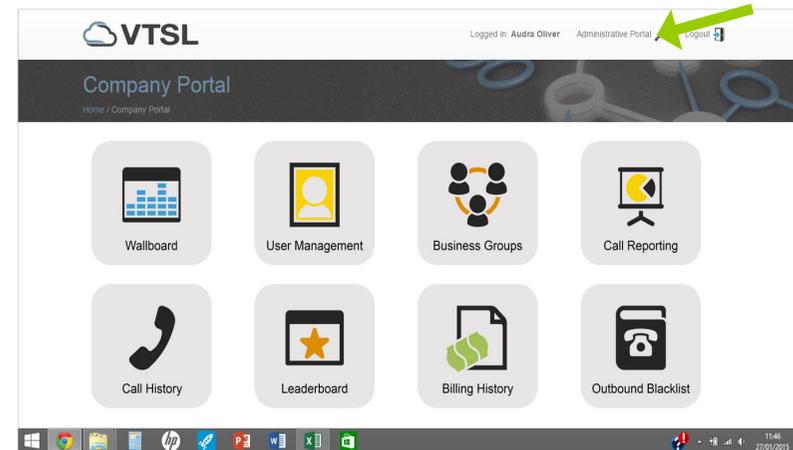
Help customers on a first come, first served basis, and never miss a call again.

GETTING STARTED

1. After you have ordered Call Queuing, you can choose from our pre-recorded messages, or record your own. You will need the following 2 messages:

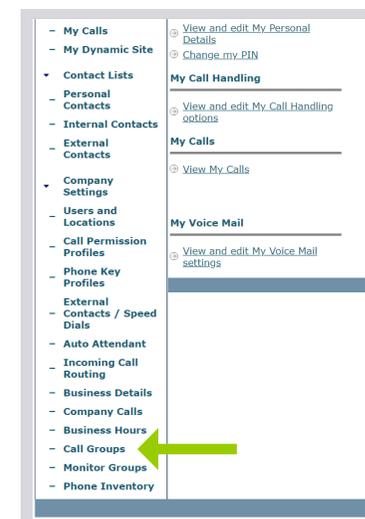
- **Initial Greeting:** This is the message your callers will hear before they enter the queue. E.g. *All of our agents are currently busy. Your call is being placed in a queue. Someone will be with you shortly.*
- **Wait Announcement:** This is what callers will hear while they wait in the queue. It is usually an informative message, or music. It is periodically interrupted (at an interval of your choosing) by the position announcement.

2. If you recorded your own, send your recordings in **.wav** format to support@vtsl.net. You may send multiple recordings for each message if you would like to have different options. Each recording will show up in a drop-down menu that you can select from in the Portal.



3. Log into the VTSL Portal. You must be an Administrator. Click on the **Administrative Portal** link at the top.

4. Once in the Administrative Portal, scroll down to the bottom and select **Call Groups** from the menu on the left.



CREATING CALL GROUP & SELECTING CALL QUEUE SETTINGS

Call Groups ?

Call groups provide a number of options for handling calls, including ringing multiple phones. Use this page to view, add, edit and delete call groups.

Note: Monitor Group configuration has moved to its own page.

Search In: Refresh

For: Refresh

Add >>

Add >> (highlighted with a green arrow)

Extension	Type	Queue
1234567899999999999999999999999999	Broadcast Group	
Accounts	Broadcast Group	
Accounts Overflow	Broadcast Group	
Adrian_Test	Page Group	
Adrian_Voicemail	Broadcast Group	
Alban_test	Broadcast Group	✓
All_Day_PA	Broadcast Group	
All_Day_PA	Broadcast Group	
Broadview_Test_Queue	Broadcast Group	✓
BVN_test_QG	Broadcast Group	✓
Dan_DDI	Broadcast Group	

5. You will need to create a Call Group, or select an existing Call Group in order to add call queuing to it. To create a new Call Group. Click 'Add>>' and then select '**Add Broadcast Group**'. Or you can simply click on an existing Broadcast Group.

Call Group Details - Edit JULIA TEST ?

Broadcast groups ring all available members' phones simultaneously. Broadcast groups can be customized to ring all members' phones (regardless of whether they are on another line or not) or to only ring the phones of members who are not on a call. Use this page to view or edit a broadcast group.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

General Information * Indicates required field

* Name:

* Extension:

Type: (highlighted with a green arrow)

Queue: (highlighted with a green arrow)

Call Behavior:

Membership ?

To add users, select users from Available list and add to Selected list. To remove users, select users from Selected list and remove.

Members of Call Group:

Available	Selected
<input type="button" value="Add all"/>	<input type="button" value="Remove all"/>
107-Erangey,Adrian +	1 selected
202-Gaifulina,Julia +	100-Smith,Jane
203-Walton,David +	
204-White,Nicola +	
205-Ahmed,Malik +	
206-Walton,Robert +	
210-Watts,Clair +	
211-Mallackan,Tom +	

Allow members to leave group? ?

6. Ensure the 'Queue' box is ticked. If you are creating a new Call Group, give it a name. Then choose an extension from the list for your Group, or choose 'Other' to enter an extension manually. Note that all available extensions should be in the list. Add users to your group by clicking the '+' symbol. These are the agents that will receive the queued calls. Before they can be added to a group, you must make them 'Agents' in **Users & Locations**, which you will see on the left-hand menu.

Announcements ?

Initial Greeting

The initial greeting is played to callers once when they join the queue.

Provide rings before playing initial greeting.

Wait Announcement

The wait announcement is played to callers while they are in the queue.

Play announcement for minutes then send to call coverage.

Position Announcements

Position announcements are played to callers to let them know their place in the queue. They are introduced with the Number Prefix Announcement and followed by the Number Suffix Announcement.

Enable position announcements for this group.

Prepend the Number Announcement with the and play the Position Announcement every seconds.

Append the .

Call Coverage ?

Select the call coverage for this group.

No call coverage for this call group

After rings send this call group's call to:

Employee Voice Mail:

Auto Attendant:

Employee:

Another Phone Number:

7. Scroll down to choose Initial Greeting & Wait Announcement settings.

If you would like position announcements to play, ensure you tick the Position Announcements box. Select how often you would like the announcement to play. Then select **Queue Position Number Prefix Announcement** from the first drop down menu and **Queue Position Number Suffix Announcement** from the second drop down.

Press Save at the bottom.

