

Queues Guide

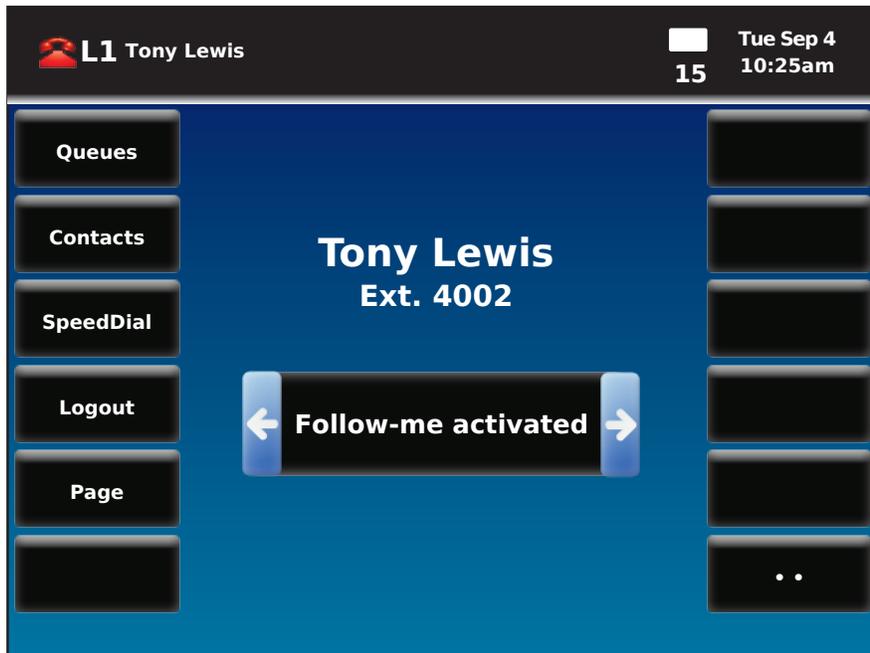
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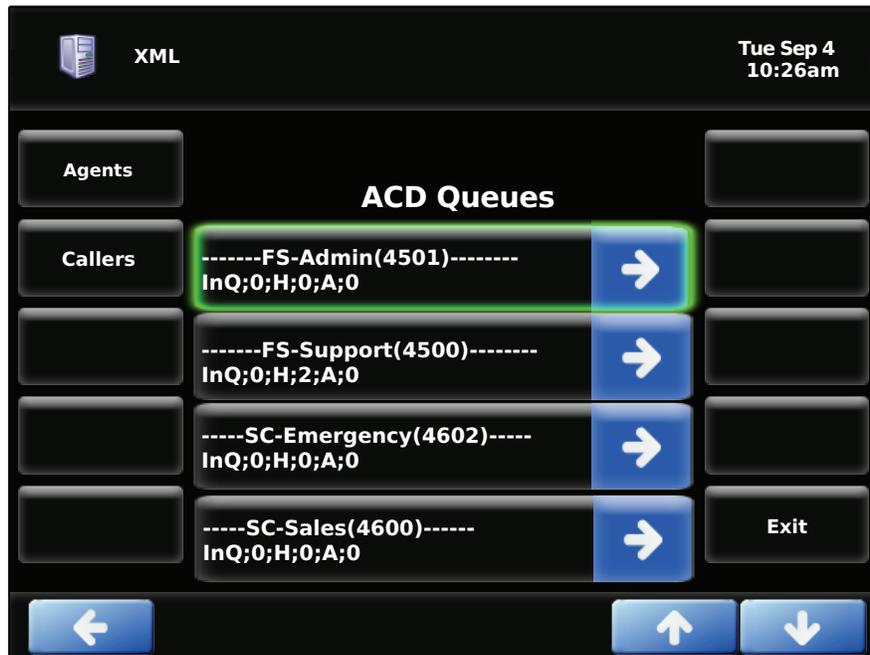
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The Queues application is usually for admins. It allows them to see all agents who are logged into their queues at a glance and log them out. You can also get a list of all callers waiting in a queue at anytime and manually pull a specific caller out of the queue to your phone directly.



Pressing the Queues button should give you a screen like below.

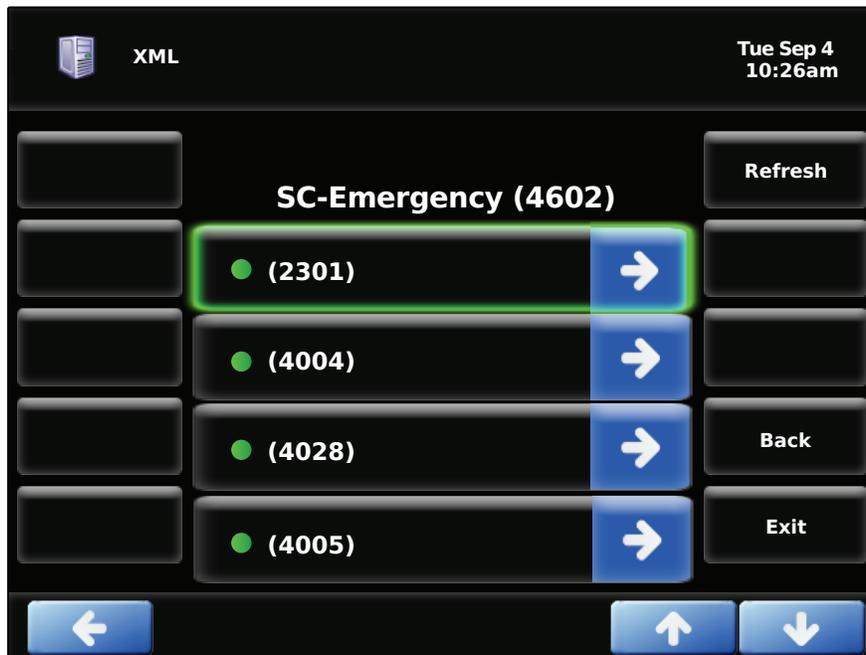


From here, we get a list of all queues on our system. We can use the up/down arrow keys to highlight or search through the queue list. The options on this screen are:

- **Agents**- Get a list of all agents who are logged into the highlighted queue at anytime.
- **Callers**- Press this button to get a list of all callers waiting in the highlighted queue at anytime.
- **Exit**- Press this to exit the Queues application and return to the phones main screen.

Viewing Agent Information

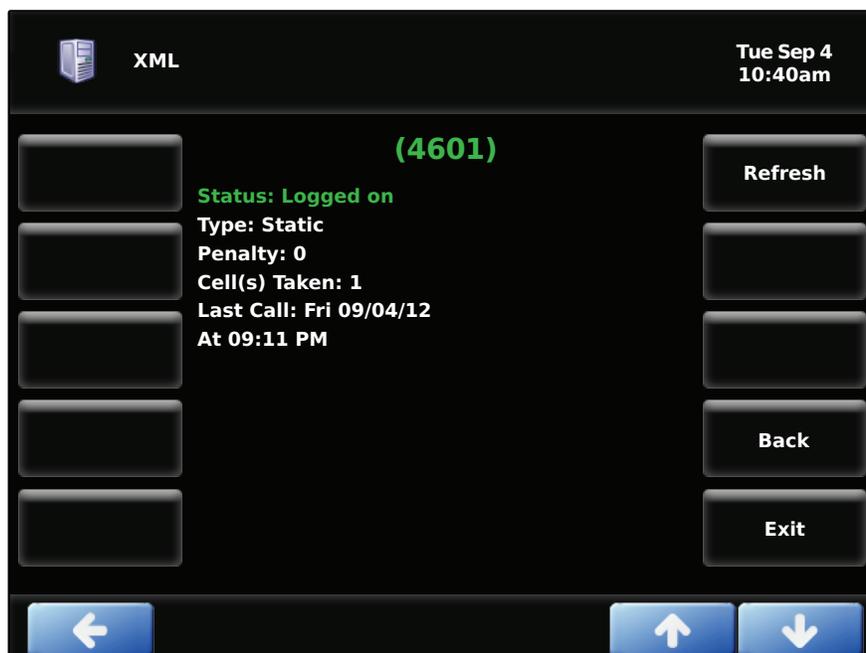
Press the Agents button for the highlighted queue and you should see a screen like this.



From here, we can see a list of all agents who are currently logged into the queue.

- A green check mark means they are a dynamic agent who is logged in and not paused.
- A yellow solid circle means they are a dynamic agent who is logged in but currently paused.
- A green solid circle means they are a static agent who is logged into the queue.

Using the up/down keys, we can scroll through all the agents and press the right arrow button for any highlighted agent.



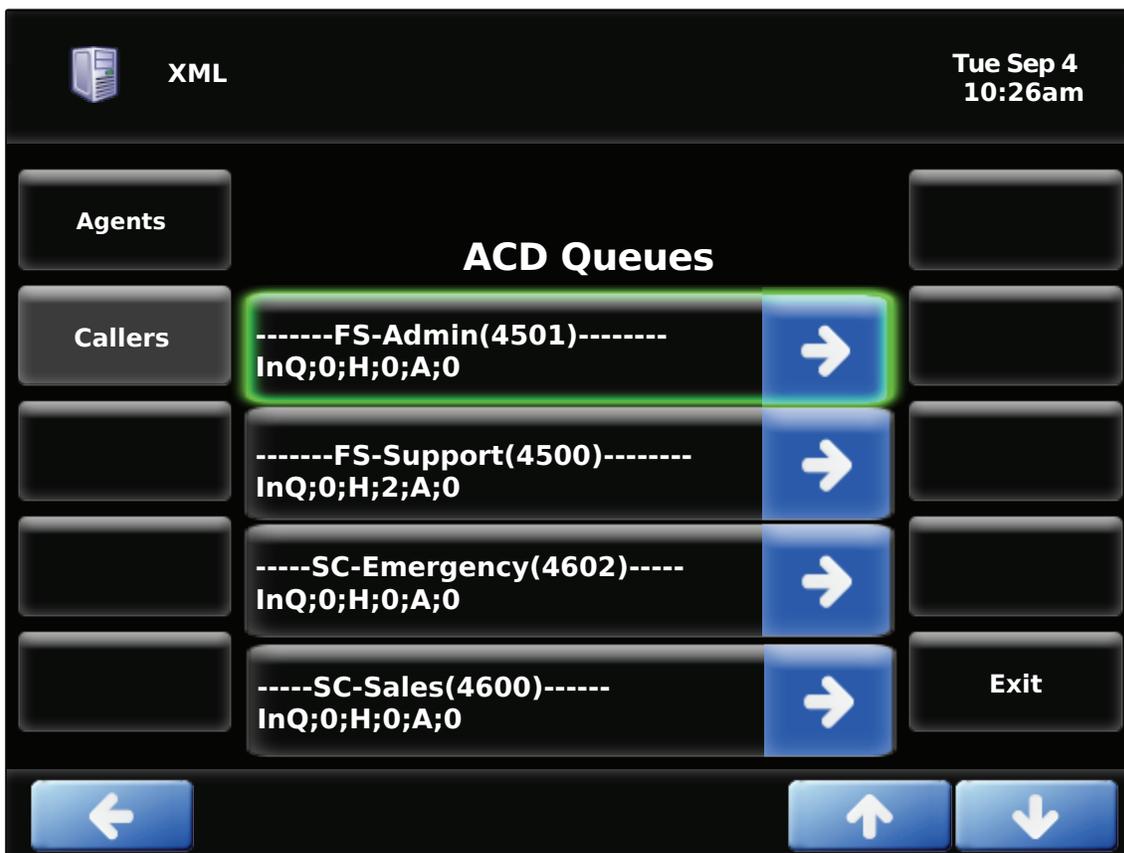
Once we select an agent, we can see some of their basic information such as:

- **Status**- This will show if they are paused or unpaused.
- **Type**- This will show if they are either a dynamic or static agent.
- **Penalty**- If they have a penalty assigned to them, it will display here.
- **Calls Taken**- How many calls they have taken from this queue. This only gets reset if changes are made to the queue in the Admin Web Interface.

We can also press the Logout button to log this agent out of the queue, press the Back button to go back one screen or press the Exit button to leave the Queues application and return back to the main screen.

Viewing Callers Waiting in Queue

Press the Callers button for the highlighted queue from the main Queues screen.



From here, we can see a list of all callers who are currently waiting in the queue. They will be in order from top to bottom with the top one being the caller who has been waiting the longest.



Press the up/down arrow keys to highlight a different caller and press the Select button to remove that caller from the queue. The call will then be sent to your phone and you can answer the call.

Pressing the Exit button will send you back to the main phone screen, the back button will send you back one screen and press the Refresh button to update the caller list at anytime.



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