Queues Guide

Aastra 6755i, 6757i and 6757iCT

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The Queues application is usually for admins. It allows them at a glance to see all agents who are logged into queues and allow you to 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.
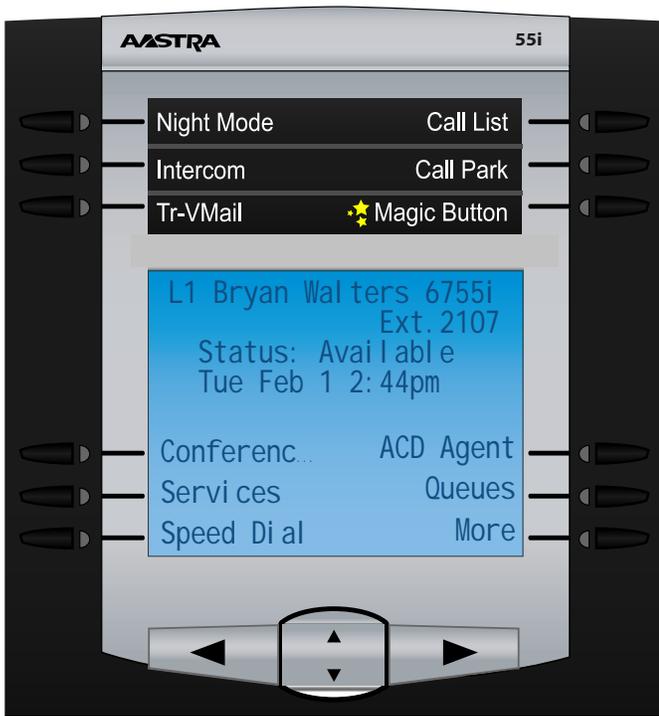
Pressing the Queues button should give you a screen like below.

From here we get a list of all queues on our system and can use the up/down arrow key to highlight or search through the queue list. The options on this screen are:
- **Agents**- Press this button to get a list of all agents who are logged in the highlight queue at anytime.
- **Callers**- Press this button to get a list of all callers waiting in the highlight 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 logged into the queue currently.
- **"X"** next to their name means they are a dynamic agent who is logged in and not paused.
- **"/"** next to their name means they are a dynamic agent who is logged in but currently paused.
- A Black sold box means they are a static agent who is logged into the queue.

Using the up/down key we can scroll through all the agents and press the select button for any highlighted agent.
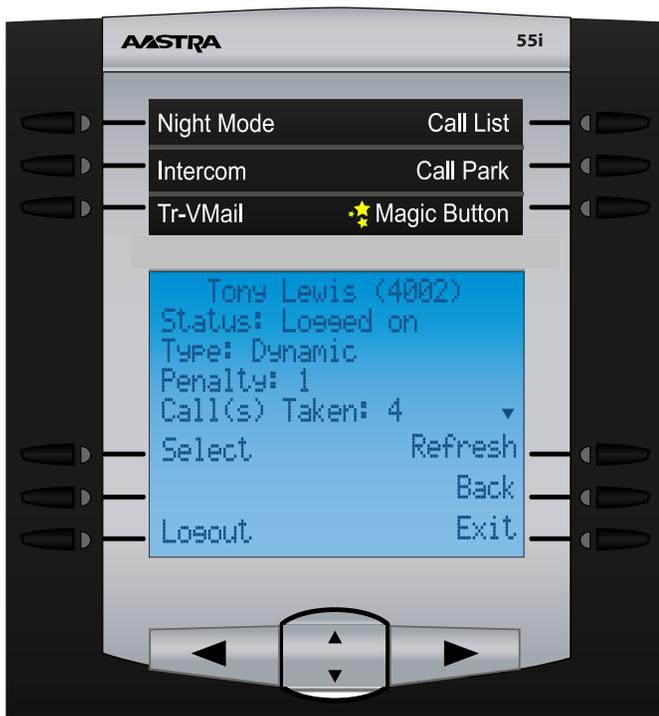
Once we select a agent we can see some basic status on the agent such as
  • **Status**- This will show if they are paused or unpaused
  • **Type**- This will show they are either a dynamic or status agent
  • **Penalty**- If they have a penalty assigned to them it will display here.
  • **Calls** Taken- 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 and press the back button to go back one screen or 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 you will 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 select button to remove that caller from the queue. The call will then be sent to your phone and you can answer the call.
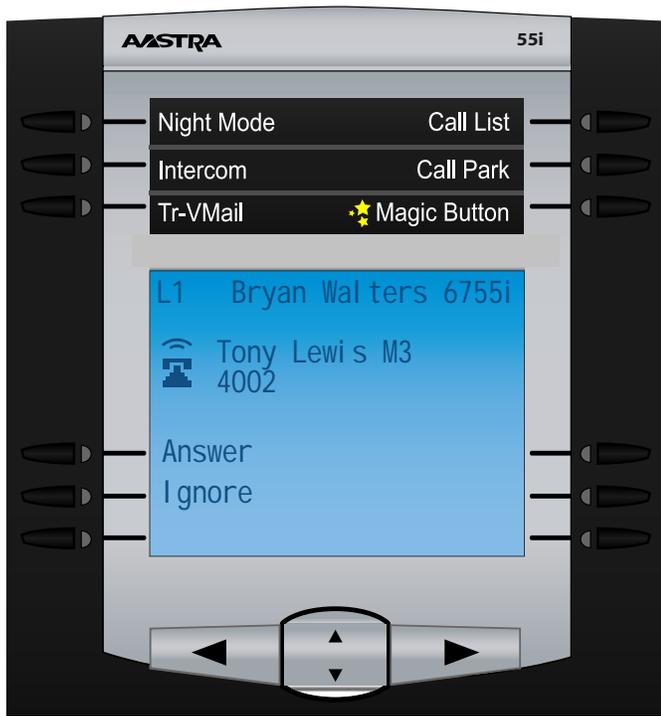
Pressing the exit button will send you back to the main phone screen and the back button will send you back one screen. The refresh button can be pressed to update the caller list at anytime.