



Queue Priority

User Guide

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Overview

Queues by default will sort callers with a first in, first out order. The Queue Priority module allows you to enable particular callers to be weighted differently than others. By giving certain callers a higher priority, they are allowed to bypass all of the other callers with a lower priority to receive faster service. The default setting is for all callers to have a priority of zero. Callers with a higher number will be placed in front of priority zero callers. Queue priorities are often used when providing service level agreements (SLAs).

Logging In

- Log into the Queue Priority module and you should see a screen like this. The main section allows you to setup new queue priorities and the right side shows a list of existing priorities configured on your PBX.

Add Queue Priority

Add Queue Priority
VIP Customers

Queue Priority allows you to set a caller's priority in a queue. By default, a caller's priority is set to 0. Setting a higher priority will put the caller ahead of other callers already in a queue. The priority will apply to any queue that this caller is eventually directed to. You would typically set the destination to a queue, however that is not necessary. You might set the destination of a priority customer DID to an IVR that is used by other DIDs, for example, and any subsequent queue that is entered would be entered with this priority.

Add Queue Priority Instance

Description:

Priority:

Destination:

== choose one ==

Submit Changes

Settings and Setup

- Once logged in you can set the following options.
 - **Description**- Create a descriptive name for the queue priority you are setting. We suggest you use one to easily identify the queue priority. ie. VIP Customers
 - **Priority**- Caller priorities can be set from 0-20 and the default setting for all calls is zero. The higher the number, the higher the priority assigned.

Add Queue Priority Instance

Description:

Priority:

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- **Destination**- This section is for selecting the call target that the caller will be sent to with their new priority. From this point forward, the caller will have a priority weight as set in the priority field above when they enter any queue. Please note that the destination does not have to be a queue, it could be an IVR or any other destination on your PBX. Once assigned a priority, the system will recognize the priority and any queue the call eventually enters. Make sure to press the “Submit Changes” button when done to save your changes.

Destination:

Queues  Customer Support <700> 

Submit Changes

Inbound Routing to Queue Priorities

- **Inbound Routes**- Queue priorities are usually set up as the first call target for inbound calls. Inbound routes are configured in the Inbound Routes module. **Below are some examples of inbound routes when used with queue priorities.**
 - **Caller ID Specified Inbound Routes**- This can be set up to recognize a caller’s caller ID.

DID Number:  _____

CallerID Number:  8435551212

CID Priority Route: 

- **DID Specified Inbound Route**- This allows customers to be given different phone numbers to call based upon their service level.

DID Number:  9209670644

CallerID Number:  _____

- Once the caller ID or DID is set in the inbound route, you can then set the destination to your queue priority to be assigned a priority on any queues they eventually enter.

Set Destination

Queue Priorities  VIP Customers 



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