

Virtual Queue Plus expands the options available in the PBX queues, allowing you to assign dynamic queue penalty rules to escalate calls based upon the length of hold time. VQ Plus also allows you to create virtual queues to manage queue behavior and customize destinations.

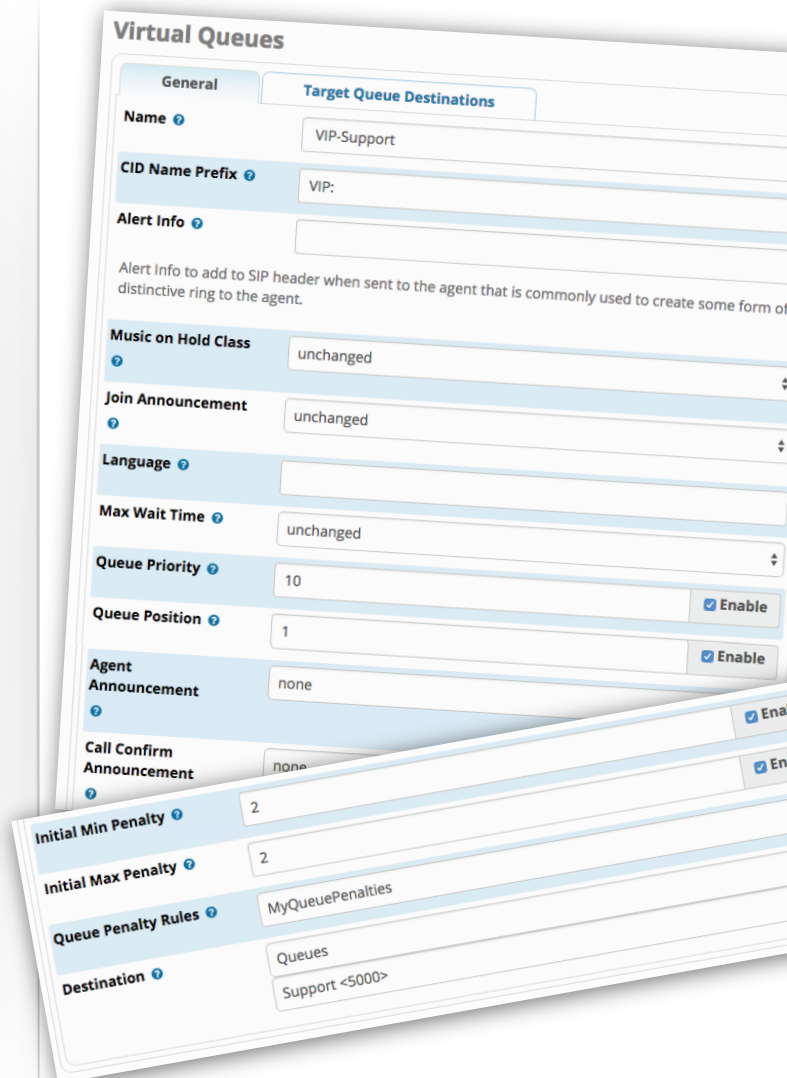
Queue Call Back Option - Allow callers to optionally hang up their call and have the queue hold their position in line, saving them time and frustration. The system will automatically call the person back and transfer the call to an agent when the held position is considered the next in line.

Build Dynamic Queue Penalty Rules - Have the system call different agents based upon how long a caller has waited in the queue. For example, the queue might be set to try agents with a penalty of 0-3 for the first 30 seconds, then try agents with a penalty of 2-5 for the next minute.

Create Virtual Queues - A virtual queue allows you to change the settings of a queue before a call is routed to the queue. This reduces the need for agents to log into multiple queues. A virtual queue can affect settings including:

Expanded Queue Destination Controls - The standard queue module only allows you to send unanswered calls to a single destination, regardless of why the call was not answered. VQ Plus gives you the ability to set different destinations for different types of unanswered calls.

Post Hangup Destinations - VQ Plus adds the ability to route both the agent and the caller to any destination after hangup of a queue call.



Virtual Queues

General | **Target Queue Destinations**

Name ⓘ VIP-Support

CID Name Prefix ⓘ VIP:

Alert Info ⓘ

Alert Info to add to SIP header when sent to the agent that is commonly used to create some form of distinctive ring to the agent.

Music on Hold Class ⓘ unchanged

Join Announcement ⓘ unchanged

Language ⓘ

Max Wait Time ⓘ unchanged

Queue Priority ⓘ 10 ☒ Enable

Queue Position ⓘ 1 ☒ Enable

Agent Announcement ⓘ none ☒ Enable

Call Confirm Announcement ⓘ none ☒ Enable

Initial Min Penalty ⓘ 2

Initial Max Penalty ⓘ 2

Queue Penalty Rules ⓘ MyQueuePenalties

Destination ⓘ Queues
Support <5000>