

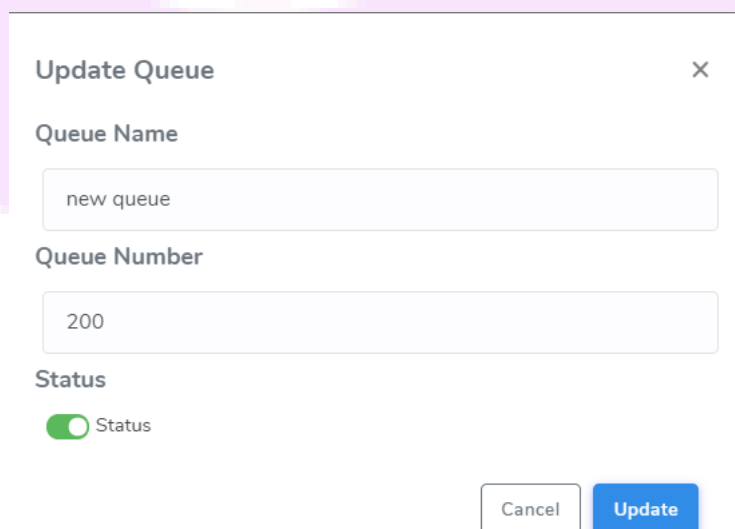
Help manual for Queue

How to add new Queues?

- Click on **+Add Queue**.
- There will be a pop-up **"Add Queue Details"**.
- Enter the name of the Queue in **Queue Name**.
- Enter the number of the Queue in **Queue Number**.
- Assign the necessary users in Queue users by enabling them.
- Activate the status of the Queue by enabling the **Status**.
- Click on **Submit**.
- The Queue added now will get displayed in the **Queue List**.
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How to Edit/Update Queue information?

- Go to the Queue List and click on the **EDIT** icon corresponding to the specific Queue.
- There will be a pop-out, **"Update Queue"**.
- Carry out the changes that you need to make in **Queue Name** and **Queue Number**.
- Click **Update** and the changes will get updated and get displayed.



The image shows a modal window titled "Update Queue" with a close button (X) in the top right corner. It contains three input fields: "Queue Name" with the text "new queue", "Queue Number" with the text "200", and "Status" with a green toggle switch labeled "Status". At the bottom right, there are two buttons: "Cancel" and "Update".

Update Queue ×

Queue Name

Queue Number

Status
☒ Status

Cancel Update

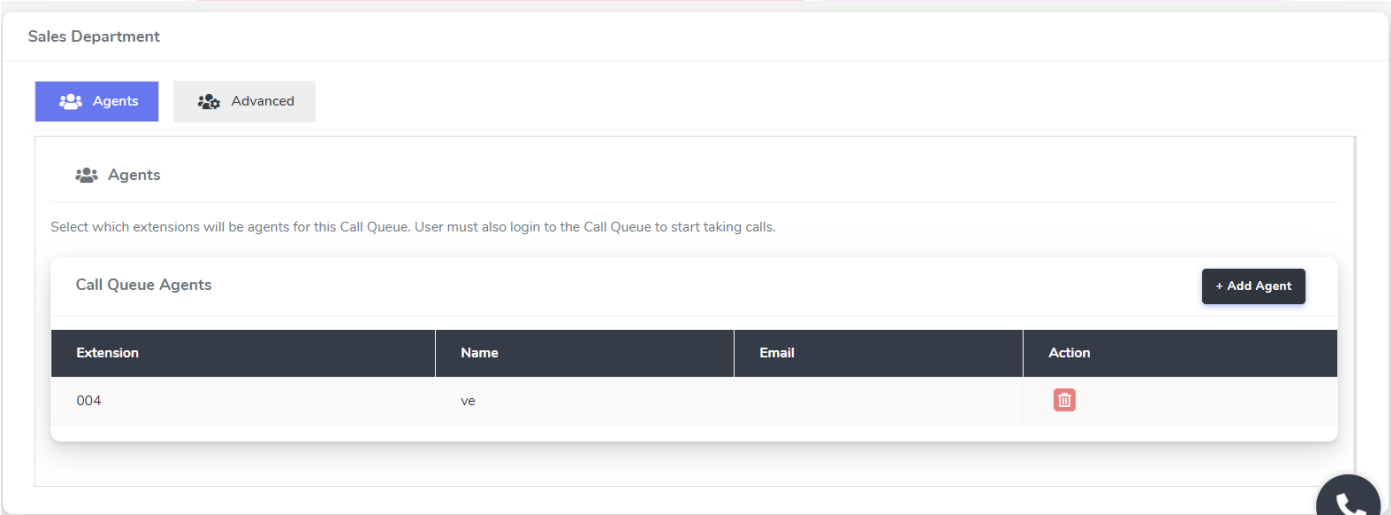
How to delete Queues from the Queue list?

- Click on the **Delete** icon corresponding to the specific Queue.
- There will be a pop-out asking for confirmation. Click on **“Yes, delete it!”**.
- The Queue details will be deleted and it will not be in the list.

How to retrieve Queues from 3CX?

- Go to **Voice -3CX** menu and click on **Queue** sub-menu.
- In the page that opens, click on **+Retrieve From 3CX**.
- There will be a pop-up **“Select Queues”**.
- Click on the Queues that you need to select and click **Update**.
- The list of Queues selected will be displayed on Queue List.

The View icon:




Sales Department

Agents Advanced

Agents

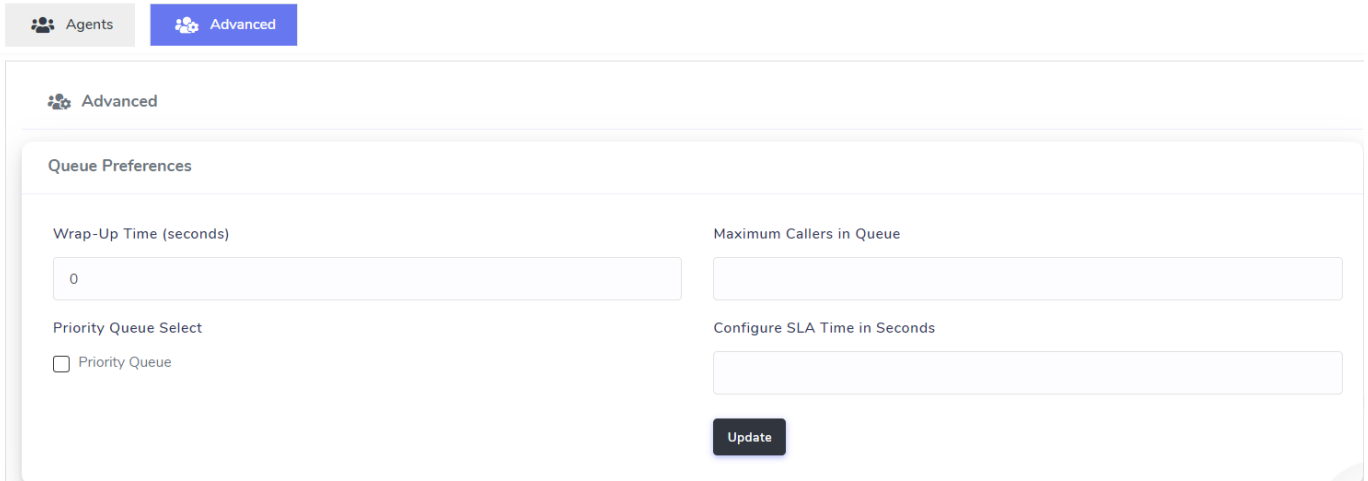
Select which extensions will be agents for this Call Queue. User must also login to the Call Queue to start taking calls.

Call Queue Agents + Add Agent

Extension	Name	Email	Action
004	ve		

- You will find a view icon corresponding to every Queue.
- Click on the **View icon**.
- In the page that opens, you will find **Agents** and **Advanced** icons.

Advanced Button:



The screenshot shows the 'Advanced' tab in the mConnect interface. It features a 'Queue Preferences' section with four input fields: 'Wrap-Up Time (seconds)' with a value of 0, 'Maximum Callers in Queue', 'Priority Queue Select' with a checkbox for 'Priority Queue' that is unchecked, and 'Configure SLA Time in Seconds'. An 'Update' button is located at the bottom right of the form.

- Click on **Advanced**.
- Set **Wrap-up Time** of the Queue in seconds.
- Set the total or the maximum number of calls for a Queue in **Maximum Callers in Queue**.
- Set SLA Time of the Queue in seconds in **Configure SLA Time in seconds**.
- Set priority to Queues by clicking on the **Priority Queue** in **Priority Queue Select**.
- Click on **Update** to update the changes.

Agents Button:

- If you click on the Agents icon you will find the Agents list with Email ID and a **Delete icon** corresponding to every Agent.
- Using the Delete option you can delete Agents.

Add Agent Button:

- When you click on **+Add Agent**, there will be a pop-up “**Select Queue Agents**”.
- You can select the Agents by checking the box corresponding to the specific Agent and click on **Update** to add them to the Queue.

Search:

- Make a quick search of the Agent using the **Search bar**.

