Talkdesk Queue Creation Process Simplified

**Preparation:**

* Visual Code Studio Install in folder(This can also be done online through Google search)
* Have access to the Talkdesk Queue Creation Script Folder
* Dedicate Line Ticket Received

**Step 1:** Define the requirement

* What is the queue being created?
  + English/Spanish (w/SMS)
  + English/Spanish (wo/SMS)
  + English (w/SMS)
* What is the Queue name?
  + For example: Sandstone
* What is the time and time zone?
  + For example: 7 AM - 8 PM CT

**Step 2**: Choose a number and create a ring group

* If the Dedicate Line asks for Sandstone Queue:
  + Please enter exactly Sandstone or sandstone for the ring group; **do not shortcut it or abbreviate: STone**
  + Ex: Sandstone, Sandstone Spanish, Sandstone sms, Sandstone Spanish sms
    - When it is entered in the ring group, all Cap become lowercase

**Step 3:** Talkdesk Queue Creation Script>English and Spanish (SMS)>**Queue Creation - ver3**

* Once Script is open, Select **Run All**
  + It will ask you to install a lot of different packages. Hit Enter or agree for all
  + First Time will take a while longer
* The Script will give a prompt to Enter ( hit Enter after your input is completed):
  + Queue Name:
    - Ex: **Sandstone**
  + Queue Time:
    - From: **7**
    - End: **6**
  + Queue Zone:
    - Ex: **Central**
* The Script will now feed a file in **Talkdesk Queue Creation Script>English and Spanish (SMS)>Completed**

**Step 4:** Copy the Script from the folder and Import it into Talkdesk Studio Flow

* Rename the Studio Flow as needed in Talkdesk (this should not affect the build)

**Step 5:** Please attach the Voice File to this queue, as this is an external component

* I assume most people would already know how to do this, but you can use the link below to check your Voice File:
  + <https://docs.google.com/spreadsheets/d/1Xqc0gEqQfW22GOM0Xw331OPSU9GaukrWJRgTplXJxu8/edit#gid=130786362>
  + Play Audio Section and beyond

**Step 6:** Assign the designated number to the imported Studio Flow and Test call the Queue if needed

Note\*: For Build with SMS, you must create an HTTP POST, as this is also an external component.

The Script also provides a detailed idea if your change is successfully applied under the:

**Check to see if the ring group is replaced correctly**

This is an example of a correctly rebuilt studio flow:

properties.assignment\_parameters.ring\_groups.ring\_groups\_list

[sandstone] 10

[sandstone spanish] 10

[sandstone sms] 5

[sandstone spanish sms] 5

Name: count, dtype: int64

Time Zone and Time

| **Days** | **time.to** | **time.form** | **Time Zone** |
| --- | --- | --- | --- |
| [MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, SATURDAY, SUNDAY] | 17:00:00 | 08:00:00 | New York |