Call Queue

Feature Overview

Large and small businesses are looking for every efficiency they can, while being as responsive to their customers as possible. One tool commonly employed is sharing resources across a team of people to achieve a common goal, or creating pools of people performing a common task – Sales, Customer Services, etc. For this strategy to work, the phone system needs to reflect this team approach.

Call queues temporarily hold calls in the cloud when all users assigned to receive calls from the queue are unavailable. Call Queues provide an automated answer with customizable greetings, comfort messages, and hold music for the caller to listen to. Queued calls are routed to an available agent when he/she is no longer on an active call. Each call queue is assigned a lead number, which is a telephone number outside callers can dial to reach the agents assigned to the call queue. Call queues are also assigned an internal extension, which can be dialed internally to reach the agents assigned to the call queue.

To complement the cloud-based call queuing functionality, the Call Queue service also provides additional visibility into the calling activity of each queue via a series of reports. All reports are available online via My Account>My Reports, or from within the Call Queue configuration page. The information retained and reported based on the requested time period includes:

Call Queue Stats (Overall Queue metrics)

Number of Agents Staffed

Average number of assigned agents to the queue for the period requested

Number of Agents Talking

Average number of agents in an active conversation for the period of time requested

Wait Time

Average amount of time a caller is held in queue prior to agent answering

Calls Answered

Total number of calls answered by agents

Calls Abandoned

Total number of calls that were terminated by the caller prior to speaking to an agent

Calls Abandoned Wait Time

Average time (in seconds) callers spent waiting until they hang up

Calls Timed Out

Total number of calls that remained unanswered and were forwarded out of the queue upon time-out

Calls Transferred

Total number of calls transferred out of the queue

Busy Overflows

Number of calls that came in after queue limit was met

Agent Stats (Agent specific metrics)

Number of Calls Handled

Total number of calls handled by the agent

Average Call Time

Average time agent spends on calls from the queue

Number of Calls Unanswered

Total number of calls extended to the agent (phone rings) that were not answered

Total Talk Time

Total amount of time the agent was busy handling calls out of this queue

Total Hold Time

Total amount of time in minutes calls were held

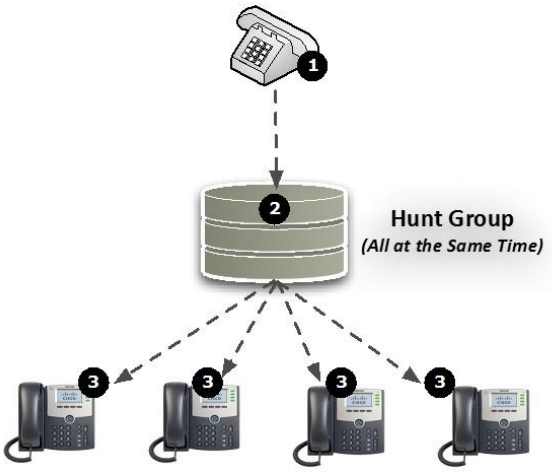
Total Staffed Time

Total amount of time agent was assigned to the queue

Group administrators can choose from any of the following “hunt” schemes, each of which rings the specified phones in a different manner:

All at the Same Time

Simultaneously rings all of the users in the group; the first user to pick up the ringing phone is connected

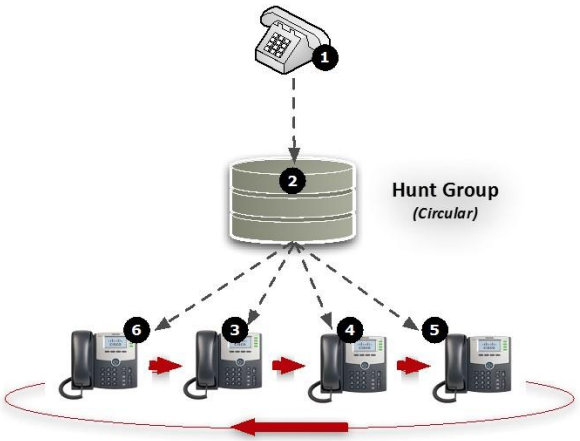


1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller into the queue while invoking the “All at the Same Time” ringing policy
3. All assigned BroadCloud phones ring at the same time
4. A call is connected when the first assigned user picks up the phone

One at a Time

Circular – sends calls in a fixed order

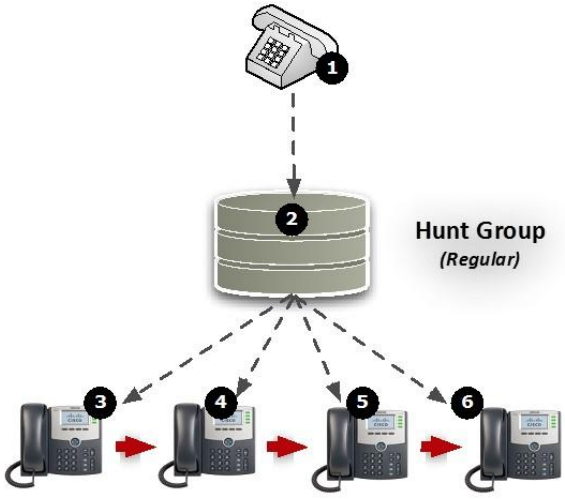
This option will ring phones in the order the agents are listed in the Agent Assignments settings. It begins with the user next in line following the last user to receive a queued call. Calls can be advanced to the next person after a defined number of rings with no answer or if the person is already on the line.



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller into the queue while invoking the Circular ringing policy
3. The first (following the user that last answered a call) available user's phone rings, in this case, the second user
4. Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first available assigned user picks up the phone

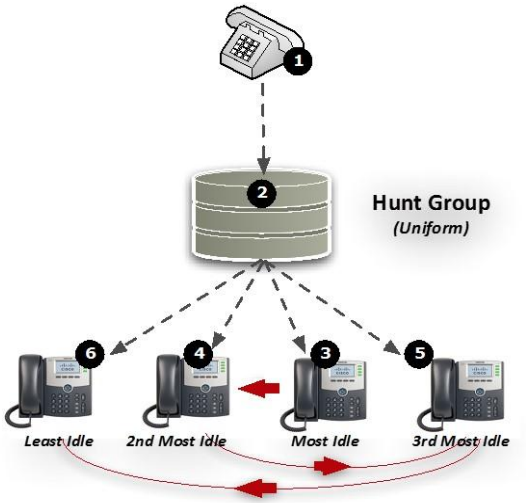
Regular

This option will ring the phones in the order the agents are listed in the Agent Assignments settings. Incoming calls go to the first available person on the list, always starting with the first person on the list. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is on the line.



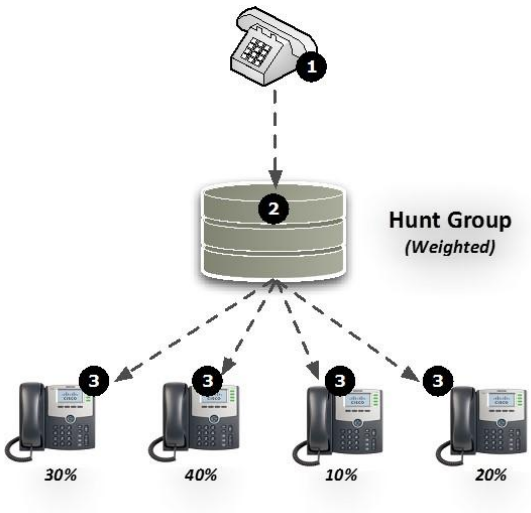
1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Regular ringing policy
3. The first assigned BroadCloud user's phone rings
4. Call is routed to the next assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first available assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voice mail or overflow based on settings. It does not start at the beginning of the queue

Uniform
When a call ends, that user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the queue, the call is not included in the receiving order for uniform calls. Calls can be advanced to the next person after a defined number of rings with no answer, or if the person is already on the line.



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Uniform ringing policy
3. The most idle BroadCloud user's phone rings
4. The call is routed to the next most idle assigned user after a predetermined number of rings with no answer, this repeats until the call is answered
5. A call is connected when the first available assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voice mail, or overflow based on settings. It does not start at the beginning of the queue

Weighted Call Distribution – enables calls to be distributed to agents according to a pre-defined weighting
Each agent is assigned a weight that corresponds to the percentage of incoming calls they receive.



1. Caller dials the queue number
2. The queue answers the call with a recorded greeting and places the caller in queue while invoking the Weighted ringing policy.
3. The queue determines the appropriate phone to ring first based on the preset call distribution weights in relation to the historical call volume. These weight assignments must total 100%. **NOTE:** Agents with a 0% weight assignment will only receive calls when all other agents are on a call that was delivered to them from the queue
4. The call is then routed to the next user after a predetermined number of rings with no answer based on maintaining the appropriate distribution weights, this repeats until the call is answered
5. A call is connected when the first available assigned user picks up the phone
6. If the last assigned user does not answer the call, then it may end, go to voice mail or overflow based on settings. It does not start at the beginning of the queue
7. In the event that all idle phones have been visited without answer, the administrator can define an alternative phone number, thereby pushing the call to another individual or group.

In order to support environments where individuals receive calls from multiple Call Queues, or need to distinguish the calls that come through a Call Queue, administrators can define a distinct Caller ID label for each Call Queue. This option appends a caller ID prefix to calls distributed by the Call Queue service, thereby enabling users to distinguish them from direct incoming calls or different Call Queues, for example, "Support – John Smith".

Feature Prerequisites

Before the Call Queue service can be used the following conditions must be met:

- At least one 2-way DID must be assigned to the Call Queue and be active
- There must be at least one Call Queue Agent seat in inventory at the site
- At least one Agent must be assigned to the Queue
- At least the main greeting must be uploaded into the Call Queue
- Agents may be assigned to Premium Station, Standard Station, Basic Station and Hosted PRI users

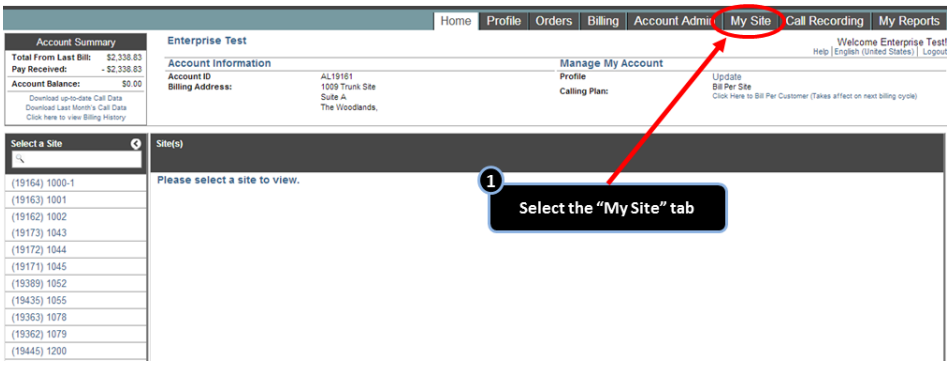
Call Queue Notes

- User features such as Call Forwarding are not invoked on calls to users from the Call Queue
- Agents (Users) can “sign out” of the queue by activating Do Not Disturb
- All greetings must be formatted as CCIT u-Law 8.000kHz, 8 bit Mono .wav.

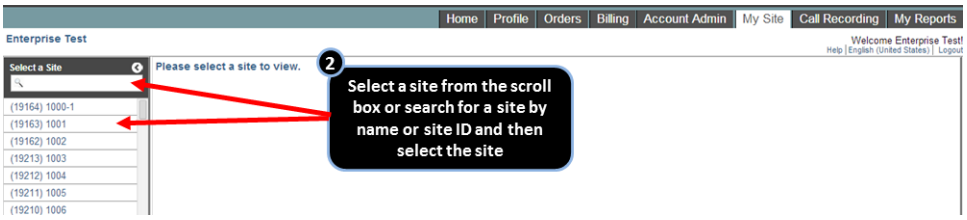
Feature Setup

Prior to using the Call Queue service, the Site administrator must set up the feature to answer and route calls appropriately. Once logged in to My Account, simply follow the steps detailed below.

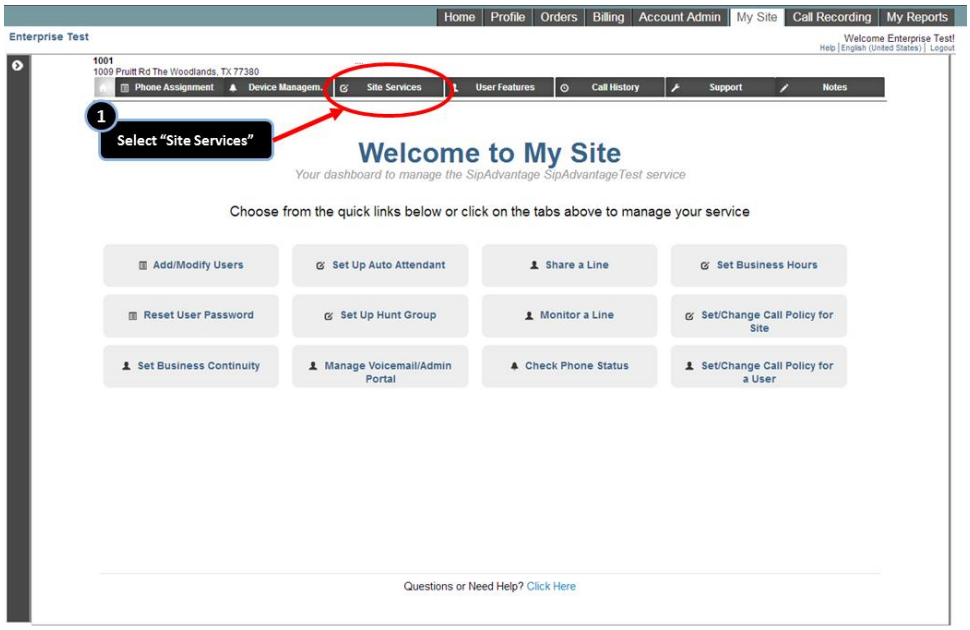
Step 1. Go to My Site



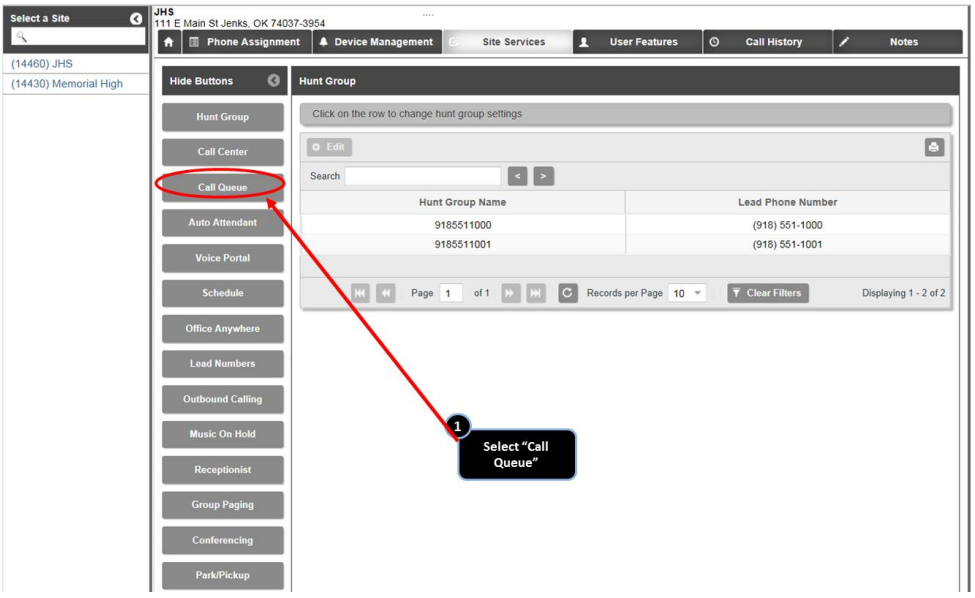
Step 2. Select the appropriate Site to configure



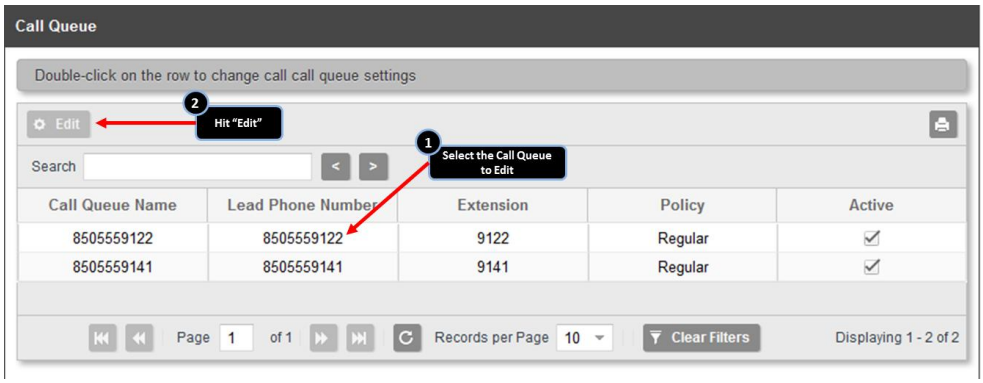
Step 3. Go to Site Services



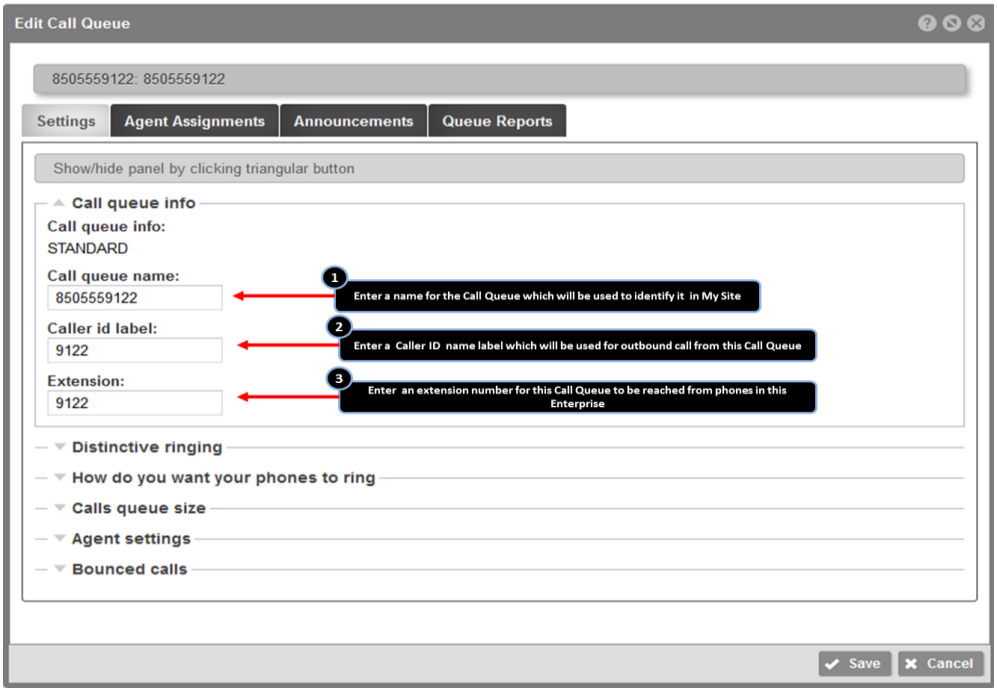
Step 4. Go to the Call Queue tab



Step 5. Select the Call Queue to configure

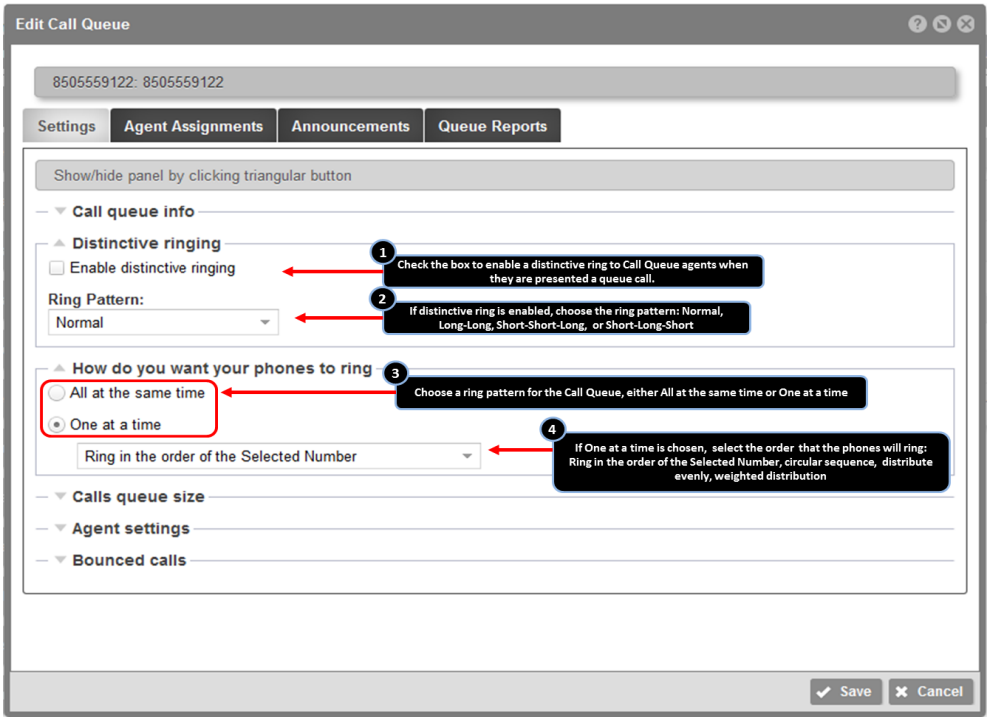


Step 6. Configure the Call Queue Settings – Call Queue Info



NOTE: The lead number is the phone number callers can dial from outside your office location to reach the queue; it is displayed in the upper-left corner.

Step 7. Configure the Call Queue Settings – Distinctive Ringing and Ring Sequence



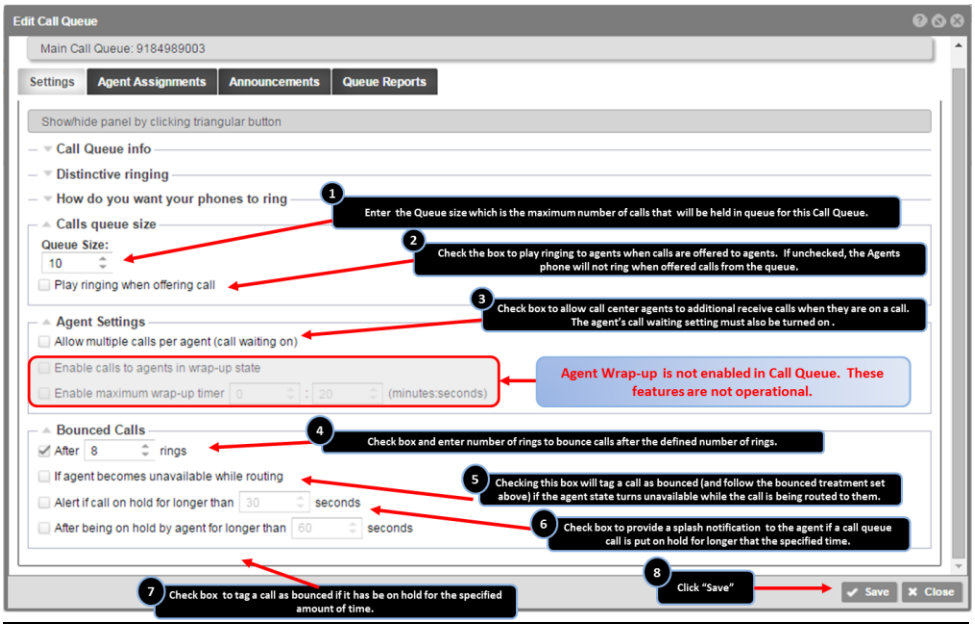
Distinctive Ringing

When distinctive ringing is enabled and selected the agent will hear a unique ring pattern (cadence) for calls sent to them from the call queue versus other incoming calls.

In what order do you want your phones to ring

Defines the order that agents will be presented calls from the queue.

Step 8. Configure the Call Queue Settings – Queue Size, Agent Settings, Bounce Calls



Queue Size

The queue size represents the number of calls that can be held in queue before the overflow policy is triggered. While calls are held in queue, they will hear announcements and/or hold music as configured.

Agent Settings

Allow multiple calls per agent (call waiting on): If this box is checked, agents can be presented with multiple queued calls even when already on a call.

Enable calls to agents in wrap-up state: This feature is not enabled in the Call Queue product.

Enable maximum wrap-up timer: This feature is not enabled in Call Queue product.

Bounced Calls

Bounced calls are those that have been sent to an available agent, but the agent does not answer.

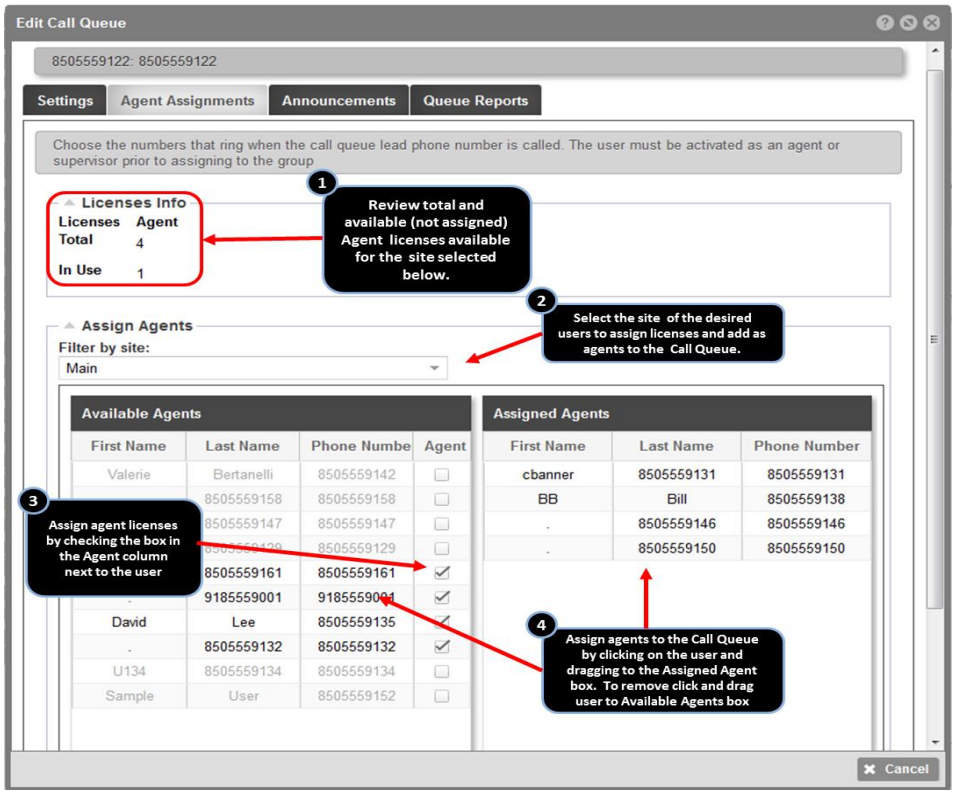
1. Check the "After x rings" box to configure the number of rings a caller will hear before the call is bounced. Then select the number of rings from the drop-down menu.

2. Check the "If agent becomes unavailable while routing" box to bounce a call being sent to an agent, should that agent transition to the unavailable state while the call is en route.

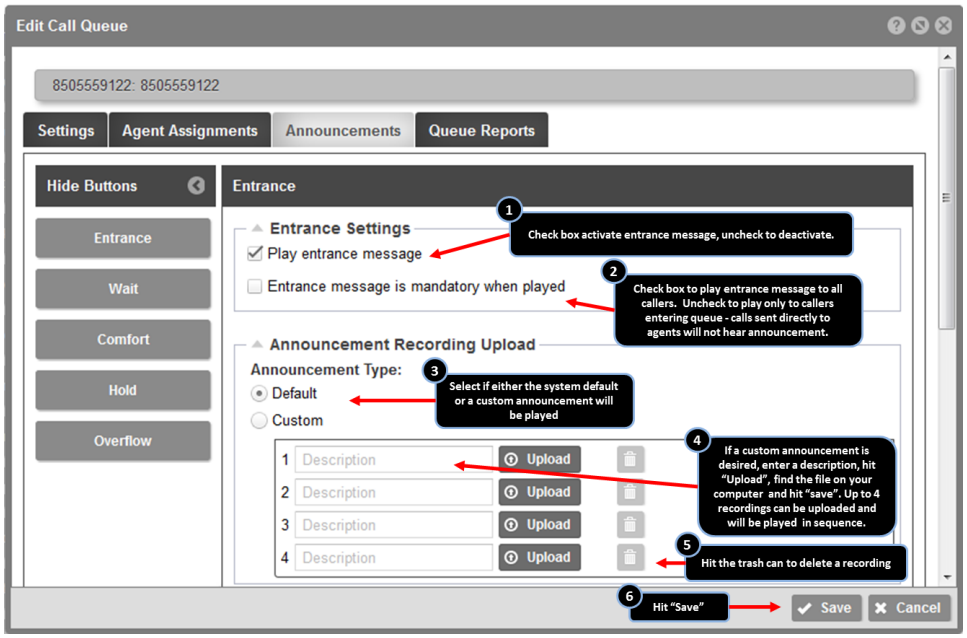
3. Check the "Alert if call on hold for longer than x seconds" box to notify an agent if a call they have received from the queue has been put on hold for longer than the configured time. Enter the time in seconds or use the pull-down arrows to select.

4. Check the "After being on hold by agent for longer than x seconds" box to bounce the call from the agent if the caller has been placed on hold by the agent for longer than the configured time. Enter the time in seconds or use the pull-down arrows to select.

Step 9. Assign Agents to the Call Queue



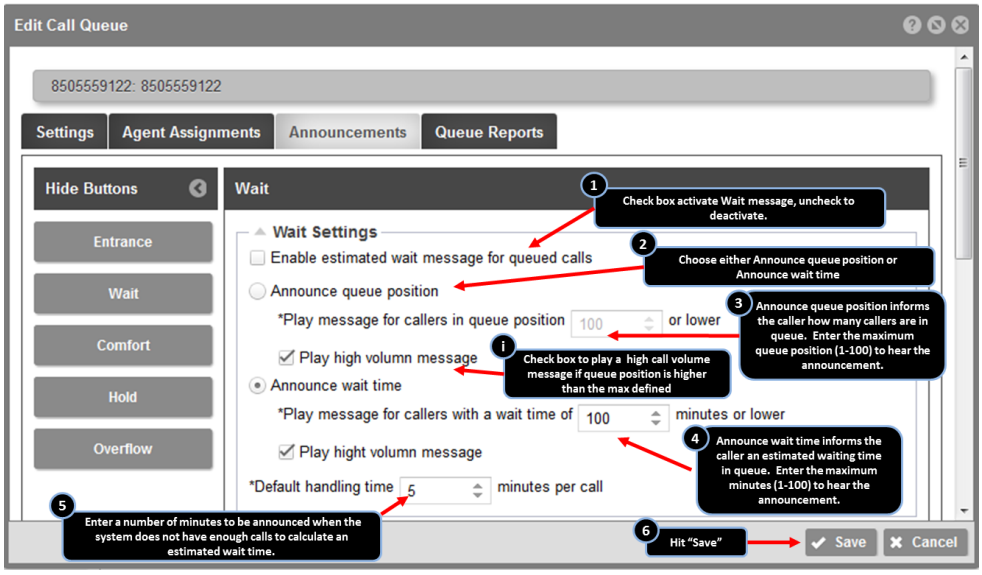
Step 10. Configure Call Queue Entrance Message



Entrance

Played when callers first reach the queue. For example, "Thank you for calling ABC Company. An agent will be with you shortly." Optionally, it can be set as mandatory. If the mandatory option is not selected and a caller reaches the call queue while there is an available agent, the caller will not hear this announcement and will be transferred to an agent.

Step 11. Configure Call Queue Wait Message and Settings



Two Types of Wait Messages

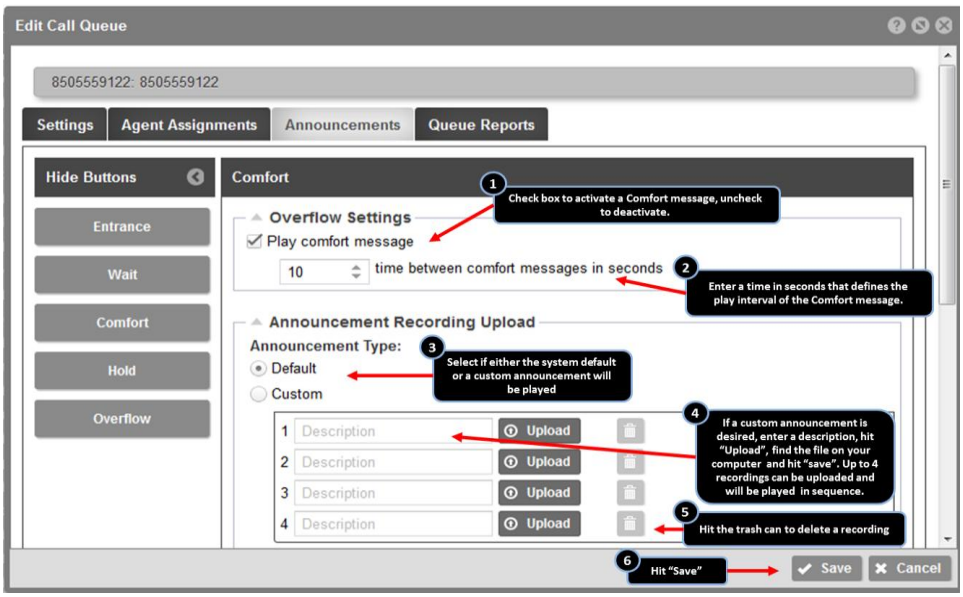
5. If enabled, select the Announce queue position option to notify the caller of their position in the queue.
6. Enter a maximum number. For example, if this was set to 100 or lower, callers 100 and lower would hear their position in queue. The one hundred and first caller and higher would not hear the message.
7. Select Play High volume message (optional). If selected, a system default high call volume message would be played to callers with a position in queue higher than the configured maximum.

OR

8. If enabled, select Announce wait time.
9. Enter the maximum wait time. For example, if this was set to two minutes or lower, callers with an estimated wait time of two minutes or less would hear their wait time.
10. Select Play High volume message (optional). If selected, a high volume message will be played to callers with an estimated wait time greater than the configured maximum. The estimated wait time is calculated by: Estimated Wait Time = (caller's position in queue * average call handling time) / number of agents available.

If the system cannot calculate the handling time, default handling time will be used to calculate the estimated wait time.

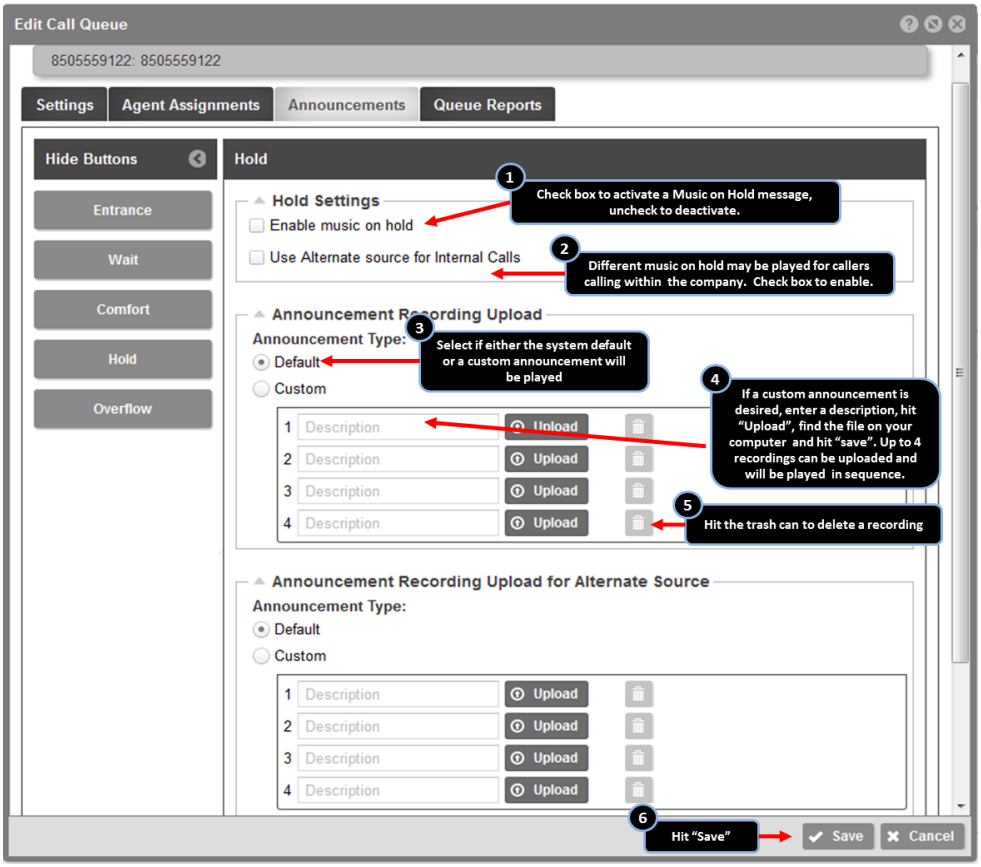
Step 12. Configure Call Queue Comfort Message



Comfort

Played after the entrance message and before the music on hold. This is typically a custom announcement that plays information such as current promotions or information about products and services

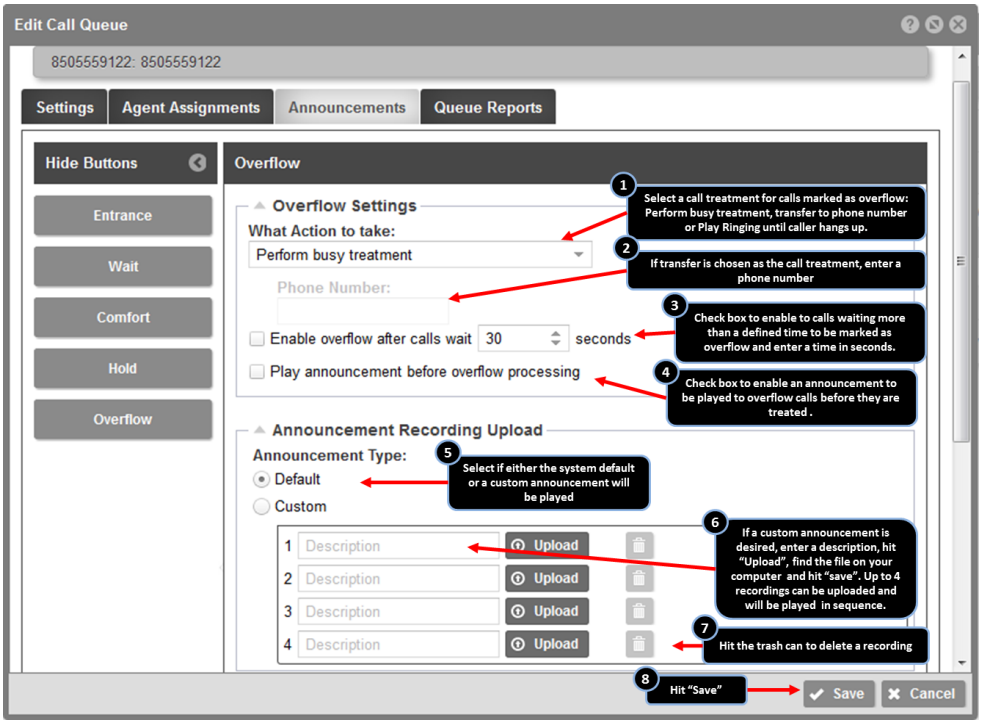
Step 13. Configure Call Queue Music on Hold



Hold

Played after the comfort message in a repetitive loop. This announcement is typically a music file.

Step 14. Configure Call Queue Overflow Options



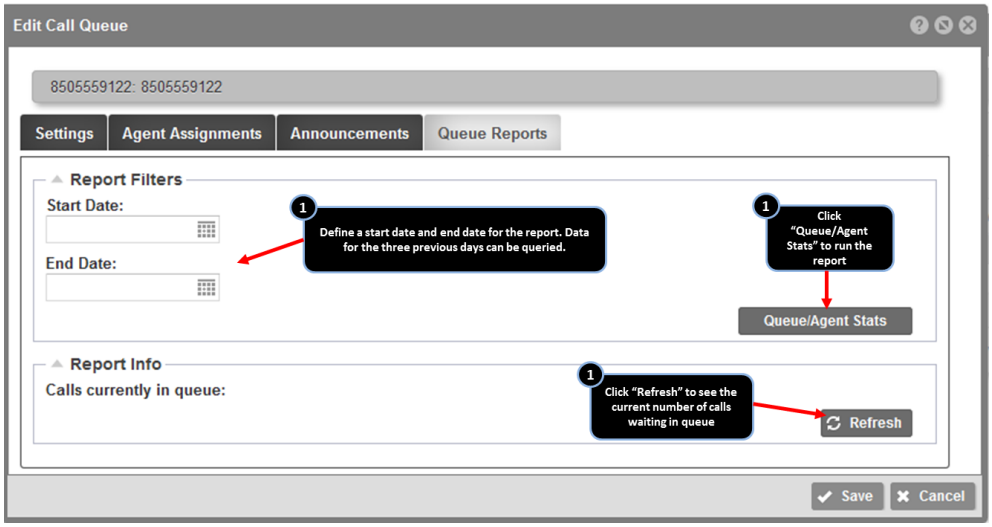
Overflow

Overflow treatment is applied to calls when the queue reaches its size limit or when callers have been in queue for a specified amount of time. For example, if the queue size limit is set to 20, the twenty-first caller will be routed to the overflow destination. Likewise, if the overflow timer is set to two minutes, after two minutes callers will be routed to the overflow destination.

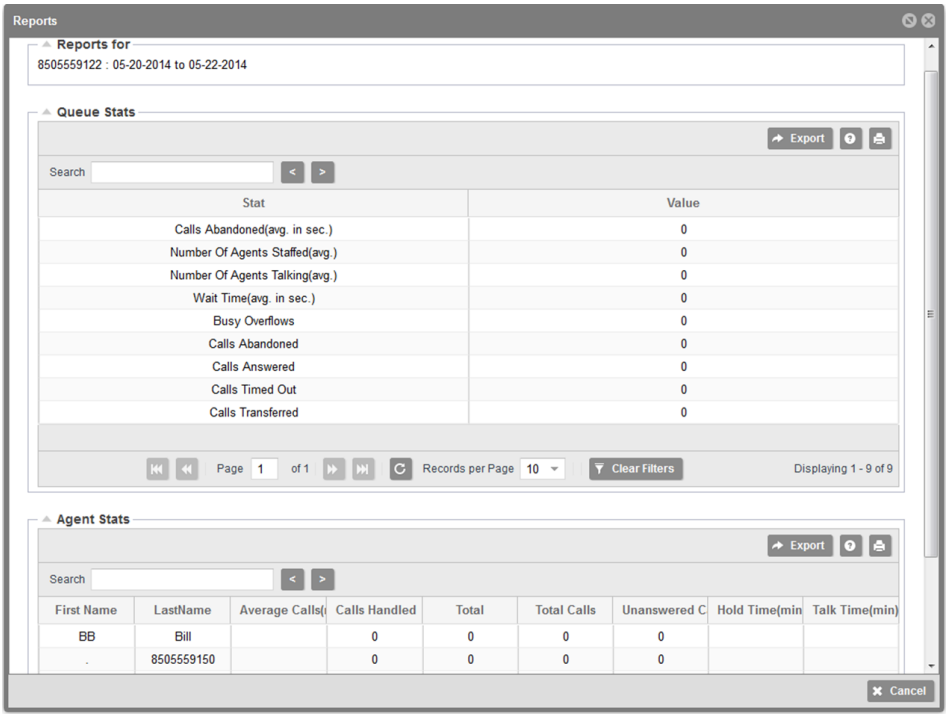
Overflow Treatment Options

- Perform busy treatment: If selected, the caller will hear a fast busy tone.
- Transfer to a phone number: If selected, enter the number to transfer overflow calls to. This can be an extension within any site or an external number. Note: if transferred to another Call Queue at the site, the queue timers do not reset – a call could be bounced immediately from the receiving queue.
- Play ringing until caller hangs up: If selected, the caller will hear ringing until they disconnect.

Step 15. Retrieve Call Queue Metrics



An example of the Queue/Agent Stats



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