

VQ Plus (Queue Pro)

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Commercial Module



Virtual Queue Plus ("VQ Plus") expands the options available in the standard PBX queues. Added features include the queue callback option, dynamic queue penalty rules, virtual queues, additional failover destinations, and post hangup destinations.

Features

Queue Call Back Option

The queue callback option is a queue "breakout" that allows 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.

Queue callback reports allow an administrator to see callbacks that are in progress, successful, and failed.

Build Dynamic Queue Penalty Rules

Dynamic queue penalty rules can be set up in order to 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. For example, you could give VIP callers access to a VIP virtual queue that moves them to the front of the line in a real queue.

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 <input checked="" type="checkbox"/> Enable
Queue Position ?	1 <input checked="" type="checkbox"/> Enable
Agent Announcement ?	none
Call Confirm Announcement ?	none
Initial Min Penalty ?	2 <input checked="" type="checkbox"/> Enable
Initial Max Penalty ?	2 <input checked="" type="checkbox"/> Enable
Queue Penalty Rules ?	MyQueuePenalties
Destination ?	Queues
	Support <5000>

Define Additional Failover Destinations

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. You can set failover destinations for FULL, JOINEMPTY, LEAVEEMPTY, JOINUNAVAIL, and LEAVEUNAVAIL.

Define 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. For example, you could send the caller to a post-call survey after the agent hangs up the call.

User Guide

VQ Plus-Admin Guide:

- [Virtual Queues](#)
- [Queue Penalty Rules](#)
- [VQ Plus Options in Queues](#)
- [Queue Callback Module](#)
- [Queue Callback Report](#)