

Queue Priorities Module

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

What is the Queue Priorities Module used for?

Queues by default will sort callers with a first in, first out order. The Queue Priority module allows you weight some callers differently from others. By giving certain callers a higher priority, they are allowed to bypass all of the other callers with a lower priority to receive faster service. The default setting is for all callers to have a priority of zero. Callers with a higher number will be placed in front of priority zero callers. Queue priorities are often used when providing service level agreements (SLAs).

How is the Queue Priorities Module related to the other Modules?

The Queue Priorities Module adjust a callers priority when entering a queue to move them up in line.

How Do I Get to the Queue Priorities Module?

- Log in to the PBX UI.
- On the top menu click **Applications**
- In the drop down click **Queue Priorities**

Usage

See the [User Guide](#)