

# 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](#)