

Virtual Queues

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

Part of the VQ Plus Commercial Module

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Overview

Virtual Queues are a feature of the **VQ Plus** commercial module. A virtual queue is used to override the settings of a real queue on a per-call basis. When a call flows through the virtual queue, the settings you have selected will be applied to a real queue later in the call flow. You can use a virtual queue as a destination in other modules, such as inbound routes or an IVR.

Navigating to Virtual Queues

- Log into the PBX GUI
- In the top menu go to **Applications**
- In the drop-down menu go to **Virtual Queues**

Creating a Virtual Queue

Click the **New Virtual Queue** button.

Virtual Queues

The screenshot shows the 'Virtual Queues' interface. At the top left, there is a blue button with a plus sign and the text '+ New Virtual Queue', which is highlighted with a red rectangular box. To the right of this button is a search input field with the placeholder text 'Search'. Further right are two icons: a calendar icon and a grid icon with a downward arrow. Below these elements is a table with two columns: 'Items' and 'Actions'. The table is currently empty, displaying the message 'No matching records found' in the center.

General Tab

Virtual Queues

General Target Queue Destinations

Name ?	<input type="text"/>
CID Name Prefix ?	<input type="text"/>
Alert Info ?	<input type="text"/>
Music on Hold Class ?	unchanged
Join Announcement ?	none
Language ?	<input type="text"/>
Max Wait Time ?	unchanged
Queue Priority ?	<input type="text"/> <input type="checkbox"/> Enable
Queue Position ?	<input type="text"/> <input type="checkbox"/> Enable
Agent Announcement ?	none
Call Confirm Announcement ?	none
Initial Min Penalty ?	<input type="text"/> <input type="checkbox"/> Enable
Initial Max Penalty ?	<input type="text"/> <input type="checkbox"/> Enable
Queue Penalty Rules ?	none
Destination ?	== choose one ==

Name

Provide a descriptive name for this virtual queue.

CID Name Prefix

The Caller ID prefix to prepend to the caller's name. Commonly used to help the agent know what queue the call came in through.

Alert Info

Alert info to add to the SIP header when sent to the agent. Commonly used to create some form of distinctive ring to the agent.

Music on Hold Class

Music class to play to callers while waiting for an agent, if different from the primary queue.

Join Announcement

Announcement to play to callers upon joining the queue.

Language

Language code to set for the channel. This is used in conjunction with the language sound files if other languages are installed on the system. It will default to the installed English sound files if none are present for the language code entered.

Max Wait Time

Maximum wait time for a caller, after which the call will exit the queue and be sent to the failover destination.

Queue Priority

Queue priority to use for this virtual queue. A normal queue has a priority of "0." Larger numbers have higher priority.

Queue Position

When set, the queue will attempt to insert this caller into the designated position within the queue.

Agent Announcement

Announcement to play to an agent upon answering a queue call, prior to bridging the caller.

Call Confirm Announcement

Announcement to be played to remote agents when answering a queue call to confirm they want to answer the call. This will override the queue setting as well as any Follow Me announcement the agent has set.

Initial Min Penalty

The minimum penalty an agent must have to be included in this virtual queue. This penalty can change dynamically if a queue rule is also applied.

Initial Max Penalty

The maximum penalty an agent must have to be included in this virtual queue. This penalty can change dynamically if a queue rule is also applied.

Queue Penalty Rules

Queue penalty rules, part of the generated *queuerules.conf*, allow the QUEUE_MIN_PENALTY and QUEUE_MAX_PENALTY to change as a caller ages in a queue. Make sure to set the initial min and max penalties above when using rules.

Destination

The destination to send the call to after this virtual queue instance. This is usually an actual queue, but may be an intermediate point in the call flow, with a queue further downstream.

Target Queue Destinations Tab

This tab lets you change the post-hangup destinations and the failover destinations for the target queue. By default, settings are "unchanged." Use the drop-down menus if you would like to make changes.

Virtual Queues

General Target Queue Destinations

Caller Post Hangup Destination	unchanged
Agent Post Hangup Destination	unchanged
Queue Fail Over on FULL Destination	unchanged
Queue Fail Over on JOINEMPTY Destination	unchanged
Queue Fail Over on LEAVEEMPTY Destination	unchanged
Queue Fail Over on JOINUNAVAIL Destination	unchanged
Queue Fail Over on LEAVEUNAVAIL Destination	unchanged
Queue Default Fail Over Destination	unchanged

Post-Hangup Destinations

- **Caller Post Hangup Destination:** Where to send the caller upon the agent hanging up the call. Often used to send a caller to a post-call survey. This functionality requires the agent to be a normal extension, and requires the agent restrictions to be set to either "extensions only" or "no follow-me or call forward."
- **Agent Post Hangup Destination:** Where to send the agent upon the caller hanging up the call. This functionality requires the agent to be a normal extension, and requires the agent restrictions to be set to either "extensions only" or "no follow-me or call forward."

Fail Over Destinations

You can change the failover destination by using the drop-down menus for any of the failover types:



- FULL
- JOINEMPTY
- LEAVEEMPTY
- JOINUNAVAIL
- LEAVEUNAVAIL



Save

Click the **Submit** button, then click the **Apply Config** button.


Editing or Deleting a Virtual Queue


Virtual Queues

+ New Virtual Queue  

Items	Actions
VIP	 

Showing 1 to 1 of 1 rows

To Edit: Click the pencil button  for the virtual queue, make your changes, then click the **Submit** button followed by the **Apply Config** button.

To Delete: Click the trash button , click **OK** to confirm the deletion, and then click the **Apply Config** button.