Receptionist Console – Understanding Call Queues for End Users

🌐 **carrier.webex.com**/understanding-call-queues-eu/

What you need to know:

Call Queues allows you to manage calls in selected queues (up to five) and monitor them in real time.

Introduction

This article provides details about Receptionist call queues.

Call Queues

This feature allows you to manage calls in selected queues (up to five) and monitor them in real time. You can manage queued calls using the Queued Calls pane.

Before you can begin managing queued calls, select the queues you want to monitor:

1. From the Queued Calls pane, click the **Options** icon 🛠 , and then click Edit Queue Favorite Dialog. The Edit Queue Favorites window opens.
2. Select the Queues you want to monitor, and then click **Save**.
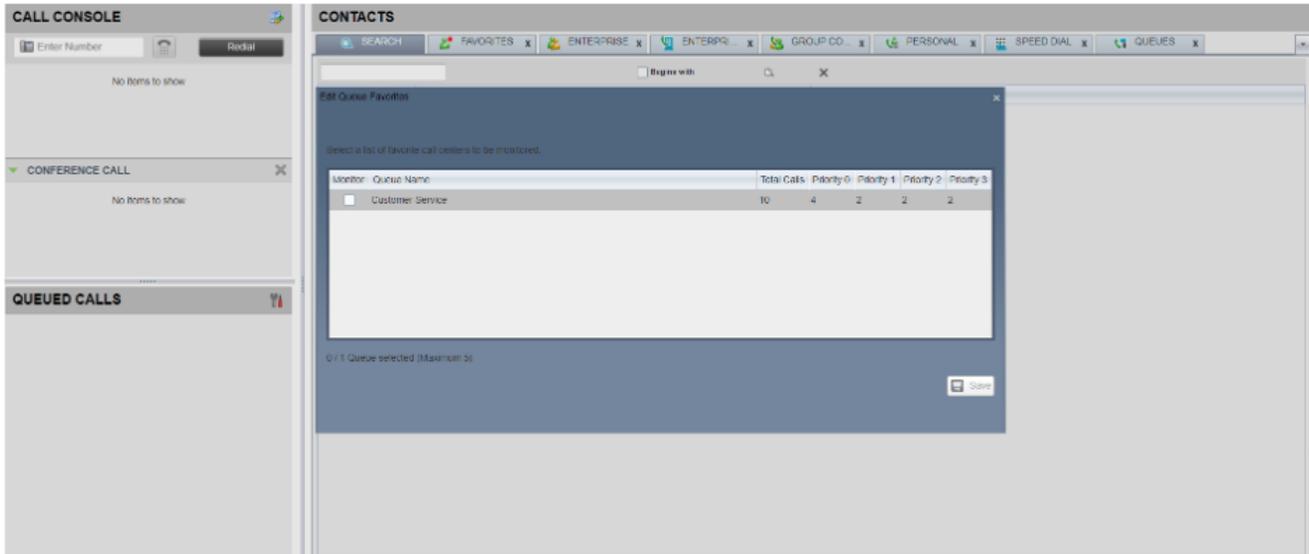
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As a receptionist, you can retrieve a call from the queue. For example, if you see an important customer waiting, you can retrieve the call directly from the queue.

1. In the Queued Calls pane, move the cursor over a call, and then click **Retrieve**. After the call is retrieved, it will appear in the Calls panel and you can treat it as any other call.

You can also arrange the calls in the queues to better view and prioritize each call. For example, to change the position of a call, go to the Queued Calls pane and hover over the call, and then click **Reorder**. This will move the call to the front of the queue.