

VocalocityPBX | *Call Queue*



CALL QUEUE

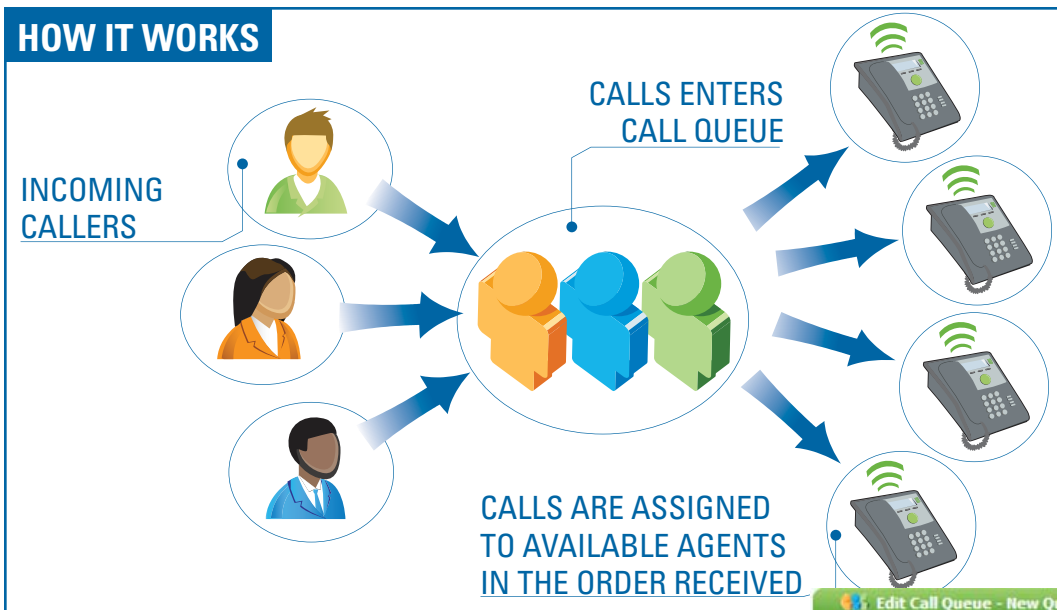
Vocalocity's Call Queue feature allows call centers to manage incoming call volume in an orderly way. The Vocalocity Call Queue queues incoming calls and serves them to agents as they become available. Enjoy the ability to play music, advertising and messages while callers are waiting on hold for the next available agent. Seamlessly integrate with your existing Vocalocity PBX instead of going through a 3rd party call queuing system.

BENEFITS:

- Manage incoming calls to a call center easily and in order received
- Easily upload and change advertising, music, or messages for callers to hear while on hold
- Assign caller to agents in multiple ways; next available, random, least used, etc
- Manage all PBX features through one provider; no need to use a 3rd party queuing system

PRICING: \$14.99 + \$0.03/min

HOW IT WORKS



Edit Call Queue - New Queue

Fields marked with an * are required

Basic Settings

Extension Number: 401

Call Queue Name: *

Direct Dial Number(s): (To Reach This Call Queue)

Billing Plan: **Call Queue - Metered**

Agent Login Code: 10