


Call Queues Call Routing User Guide

Last modified 07.08.20

peachcmm



Call Queues Call Routing User Guide

- To access Call Queue Settings, log into your **PeachComm Customer Administrator Portal (CAP)** <insert URL>
- Select “**Advanced Services**” from the left-hand menu, then select Call Routing tab at the top
- Select “**Call Queues**” from the list view

The screenshot displays the PeachComm Customer Administrator Portal (CAP) interface. The left-hand navigation menu includes: Dashboard, Numbers (27), Devices (85), Users (15), **Advanced Services** (highlighted with a pink circle), Analytics, Reports, and Profile. The main content area is titled "Advanced Services" and features a tabbed interface with "Call Routing" selected. Below the tabs, the "Call Queues" section is highlighted, showing a description: "Automatically distributes incoming calls to a group by finding an available agent based on the configured policy and holds calls in queue while playing announcements and music when all agents are busy." Other sections visible include Auto Attendants, Hunt Groups, Call Pickup, and Call Park.

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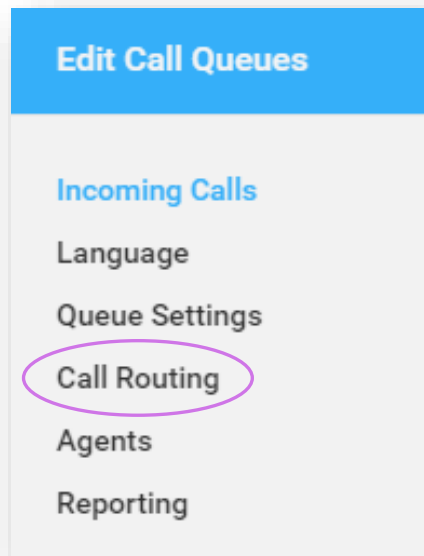
Select **“Edit Service”** from the Actions drop-down menu

The screenshot displays the PeachComm interface for managing Call Queues. The top navigation bar includes the PeachComm logo, the Cisco logo, and the user profile for Allison Kirk (7709538741). The left sidebar contains navigation options: Dashboard, Numbers (27), Devices (85), Users (15), Advanced Services, Analytics, Reports, and Profile. The main content area is titled 'Call Queues' and features a search bar with fields for 'Phone Number' and 'Starts With', and a 'Search' button. Below the search bar, there is a table with one entry. The table has columns for Name, Phone Number, Extension, Policy, Site, Country, and Status. The entry shows 'Main Number' with phone number '6788193652', extension '100', policy 'Weighted', site 'Main', and country 'USA'. The status is 'On' (indicated by a blue toggle). A dropdown menu is open over the status toggle, showing 'Edit Service' and 'Unassign Service' options. The 'Edit Service' option is highlighted with a red circle. The page also shows pagination controls and an 'Export' button.

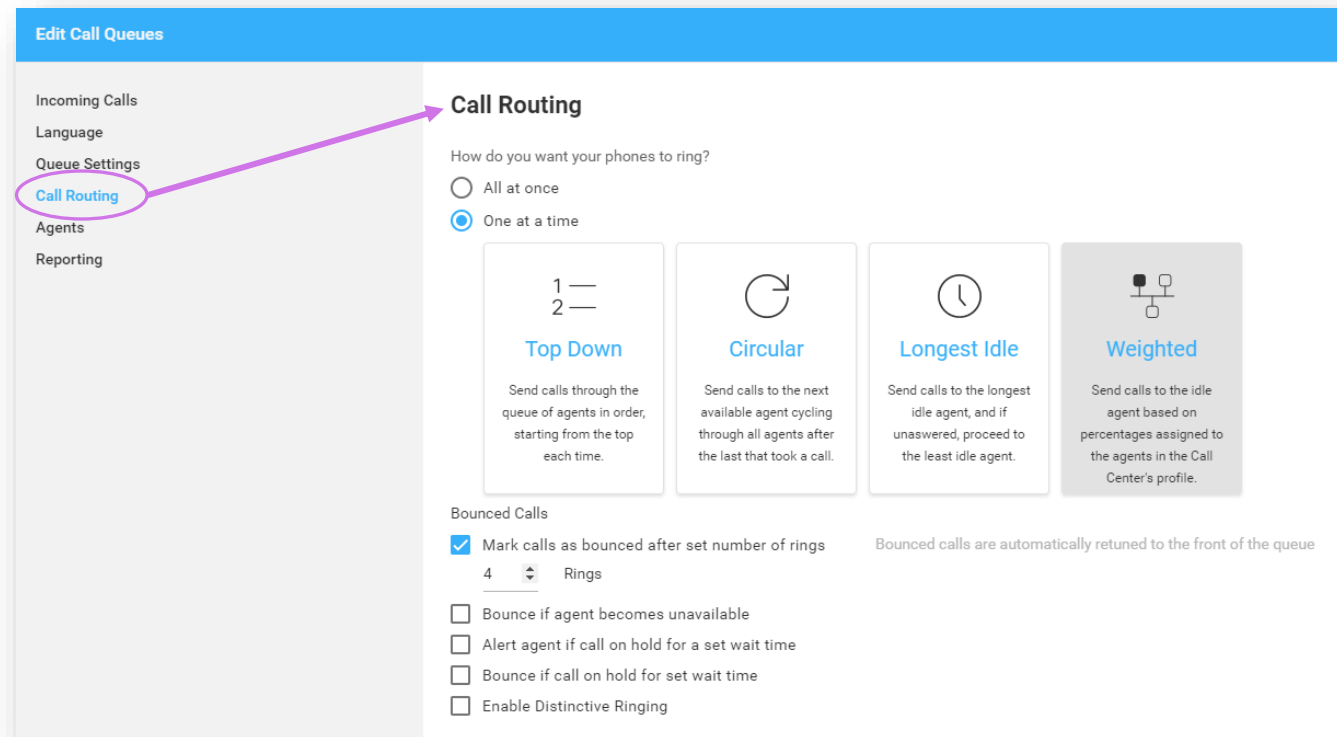
Name	Phone Number	Extension	Policy	Site	Country	Status
Main Number	6788193652	100	Weighted	Main	USA	On

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From the menu on the left, select **“Call Routing”**



The right-hand side of the screen will display **“Call Routing”** options available for customization.



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- If you select “**Weighted**” a new window will appear showing all Agents assigned to the Call Queue
- Adjust the blue dots until they reach the desired % for each user
- The total appears at the bottom and must equal 100% in order to save any changes
- Make sure you click “**Apply**” to save changes
- Changes are applied to the Call Queue immediately
- You can change the weighted percentages as often as needed

Set Weighted Percentages

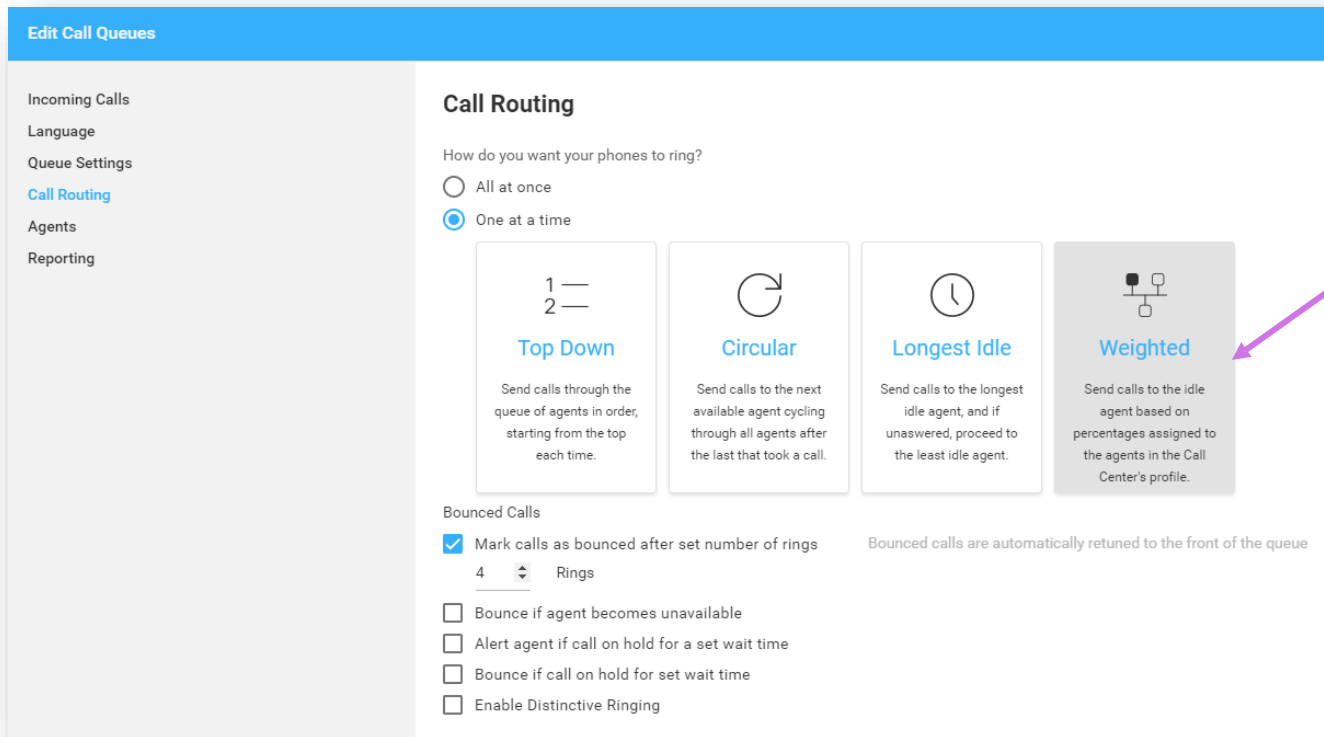
Agent	Weighted Percentage
1	20%
2	20%
3	0%
4	13%
5	10%
6	0%
7	18%
8	19%
Total	100%

(Must equal 100% to save)

Cancel Apply

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Choose from “**All at once**” or “**One at a Time**” for how you want calls handled once they have been routed to your Call Queue



The screenshot shows the 'Edit Call Queues' interface. On the left is a navigation menu with 'Call Routing' selected. The main area is titled 'Call Routing' and contains the following elements:

- How do you want your phones to ring?**
 - All at once
 - One at a time
- Routing Options:**
 - Top Down:** Send calls through the queue of agents in order, starting from the top each time.
 - Circular:** Send calls to the next available agent cycling through all agents after the last that took a call.
 - Longest Idle:** Send calls to the longest idle agent, and if unanswered, proceed to the least idle agent.
 - Weighted:** Send calls to the idle agent based on percentages assigned to the agents in the Call Center's profile. This option is highlighted with a gray background and a purple arrow points to it from the text on the right.
- Bounced Calls:**
 - Mark calls as bounced after set number of rings (4 Rings)
 - Bounce if agent becomes unavailable
 - Alert agent if call on hold for a set wait time
 - Bounce if call on hold for set wait time
 - Enable Distinctive Ringing

A note states: 'Bounced calls are automatically returned to the front of the queue'

- If you select “**One at a Time,**” you will need to determine the order you want the calls routed
- Descriptions for each are noted in the box
- Upon selection, the box will become gray

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Definitions for “One at a Time” options

Call Routing


How do you want your phones to ring?

All at once
 One at a time

1 —
2 —


Top Down

Send calls through the queue of agents in order, starting from the top each time.




Circular

Send calls to the next available agent cycling through all agents after the last that took a call.



Longest Idle

Send calls to the longest idle agent, and if unanswered, proceed to the least idle agent.



Weighted

Send calls to the idle agent based on percentages assigned to the agents in the Call Center's profile.

Bounced Calls

Mark calls as bounced after set number of rings Bounced calls are automatically returned to the front of the queue

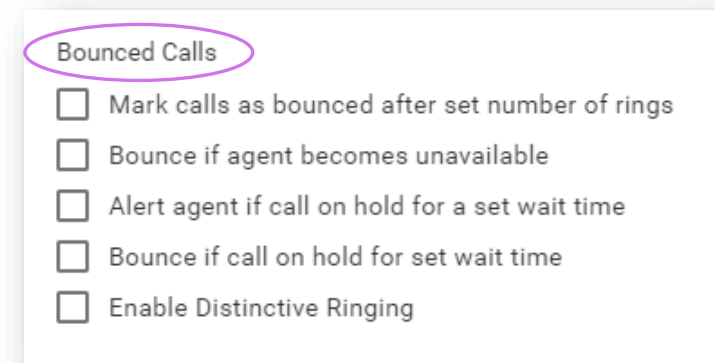
4 Rings

Bounce if agent becomes unavailable
 Alert agent if call on hold for a set wait time
 Bounce if call on hold for set wait time
 Enable Distinctive Ringing

- **Top Down** – Ring the agents one-at-a-time, always starting with the same agent and ringing in the same order. The agent configured at the top of the “Assigned” list will ring first, followed by the agents listed beneath, in sequential order.
- **Circular** – Ring the agents one-at-a-time, always ringing the agents in the same order. The order of the agents in the “Assigned” list represents the order in which the agents’ phones will ring, beginning with the individual that follows the last agent receiving a call from the queue.
- **Longest Idle** – Ring the agent who has been idle (i.e., not on a queued call) the longest.
- **Weighted** – Route calls to agents based on their pre-configured weight (percentage) assignments. If this option is selected, you must assign weights to the agents. Click Set Weighted Percentages. Use the slider to assign the percentages. The percentages must equal 100%. Agents assigned a 0% weight will only receive calls if all other users are busy. Click Apply to save these changes.

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- Determine how you want to handle “**Bounced Calls**” and customize using the available options
- “**Bounced Calls**” are those that were sent to an available agent, but the agent does not answer. These calls are then automatically placed back into the queue at the top of all the queued calls.
- Select none, all or any combination of the options you want to set-up for your call queue



The image shows a screenshot of a settings menu titled "Bounced Calls". The title is circled in purple. Below the title are five unchecked checkboxes with the following labels:

- Mark calls as bounced after set number of rings
- Bounce if agent becomes unavailable
- Alert agent if call on hold for a set wait time
- Bounce if call on hold for set wait time
- Enable Distinctive Ringing

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- Upon selection, some boxes will expose additional settings that need to be defined based on business needs. Definitions of each option are below:
 - Check **Mark calls as bounced after set number of rings** to configure the number of rings a caller hears before the call is bounced. Then enter the number of rings.
 - Check **Bounce if agent becomes unavailable** to bounce a call being sent to an agent if they transition to an unavailable state while the call is en route.
 - Check **Alert if call on hold for set wait time** to notify an agent if a call they received from the queue was put on hold for longer than the configured time. Enter the time in seconds.
 - Check **Bounce if on hold for set wait time** to bounce the call from the agent if the caller was placed on hold by the agent for longer than the configured time. Enter the time in seconds.
- Once you have defined the settings, click **“Save”**

Call Routing

How do you want your phones to ring?

All at once

One at a time

Bounced Calls

Mark calls as bounced after set number of rings
4 Rings

Bounce if agent becomes unavailable

Alert agent if call on hold for a set wait time
30 seconds

Bounce if call on hold for set wait time
60 seconds

Enable Distinctive Ringing
Ring Pattern *
Normal

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Bounced Calls

Mark calls as bounced after set number of rings Bounced calls are automatically returned to the front of the queue

4 Rings

Bounce if agent becomes unavailable

Alert agent if call on hold for a set wait time

Bounce if call on hold for set wait time

Enable Distinctive Ringing

Ring Pattern *

Normal

- Normal
- Long-Long
- Short-Short-Long
- Short-Long-Short

- Check **Enable Distinctive Ringing** if you want to activate a unique Ring Pattern for calls from the Call Queue.
- Upon selection, pick the desired Ring Pattern from the drop-down menu.
- Then click **“Save”**



For Additional Support Email
support@peachcomm.com OR
Call us at 877-953-8741