VQ Plus Options in Queues

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

Part of the VQ Plus Commercial Module

- Overview
- Navigating to the Queue Plus Options Tab
- Queue Plus Options
    - Initial Min Penalty, Initial Max Penalty and Initial Raise Penalty
    - Queue Penalty Rules
    - Post Hangup Destinations
    - Queue Fail Over Options
    - Lazy Members
    - Auto-Unpause If Life
    - Save

Overview

This wiki describes the additional options that the VQ Plus commercial module adds to the built-in Queues module:

- Initial minimum and maximum penalties
- Queue penalty rules
- Post-hangup destinations
- Multiple failover destinations
- Lazy Members
- Auto Unpause if Life

These options are found in the Queue Plus Options tab of a queue in the Queues module.

Navigating to the Queue Plus Options Tab

- Log into the PBX GUI
- In the top menu go to Applications
- In the drop-down menu go to Queues
- Select an existing queue to edit, or create a new queue
- Go to the Queue Plus Options tab

Queue Plus Options

Initial Min Penalty, Initial Max Penalty and Initial Raise Penalty

The minimum, maximum and raise penalties an agent to included in this queue. The queue will only try agents whose penalties are within this range. These penalties can change dynamically if a queue rule is also applied below. To use either of these settings, click the **Enable** checkbox and enter a number into the field.

Initial Min Penalty ❓		☐ Enable
Initial Max Penalty ❓		☐ Enable
Initial Raise Penalty ❓		☐ Enable

Queue Penalty Rules

Select a queue penalty rule from the drop-down menu in order to apply rules. (Default = none.) These rules are part of the generated *queuerules. conf*, and allow the QUEUE_MIN_PENALTY, QUEUE_MAX_PENALTY and QUEUE_RAISE_PENALTY to change as a caller ages in a queue. You can also set the Initial values (min, max, raise) when using rules.

Post Hangup Destinations

Default = None. You can select a different destination from the drop-down menus.

- **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."

Queue Fail Over Options

A queue normally allows you to set one failover destination, but with VQ Plus you can also set different failover destinations based on the reason for the caller exiting the queue.

> The default failover destination is set at the bottom of the **General Settings** tab for the queue. The system uses this default unless you override it in the **Queue Plus Options** tab.

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

- FULL
- JOINEMPTY
- LEAVEEMPTY
- JOINUNAVAIL
- LEAVEUNAVAIL

Lazy Members

Yes/No: Whether to temporarily ignore an agent who has previously not picked up the active call (this is done on a per-call basis).

Auto-Unpause If Life

Yes/No: Whether to enable the auto-unpause if life feature. If enabled in conjunction with **Join/Leave When Empty: Yes** (found in the **Capacity Options** tab), the system will automatically un-pause ALL agents in a queue upon a new caller entering the queue when any agent shows a "sign of life" in the form of INUSE, RINGINUSE, ONHOLD, etc.

> Most installations should keep "auto-unpause if life" *disabled*.

Save

When finished editing Queue Plus Options - as well as the other options in your queue - click the **Submit** button, then click the **Apply Config** button.