

VQ Plus-Admin Guide

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

Commercial Module

VQ Plus is an add-on module to the standard queue features of your PBX. It expands the options of your queue and allows you to set up queue callbacks, build dynamic queue penalty rules, set up more destinations, route the agent or caller to destinations upon hangup, and create virtual queues.

Since VQ Plus is composed of several features, we've divided this admin guide into multiple sections for easier viewing. Click on one of the sections below to go to that page:

- [Virtual Queues](#)
- [VQ Plus Options in Queues](#)
- [Queue Penalty Rules](#)
- [Queue Callback Module](#)
- [Queue Callback Report](#)