Add Multiple Agents to a Call Queue
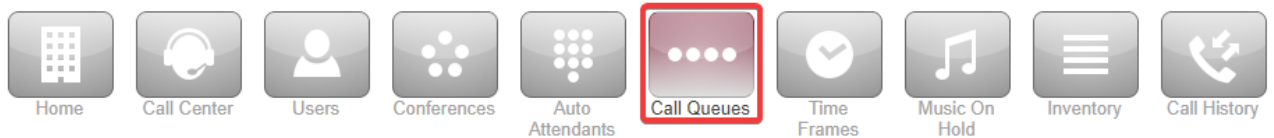
Scope:

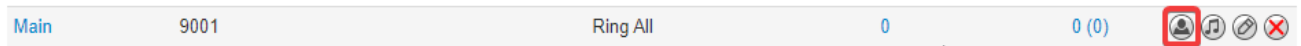The following article will show you how to add multiple agents to a call queue.

Requirements:

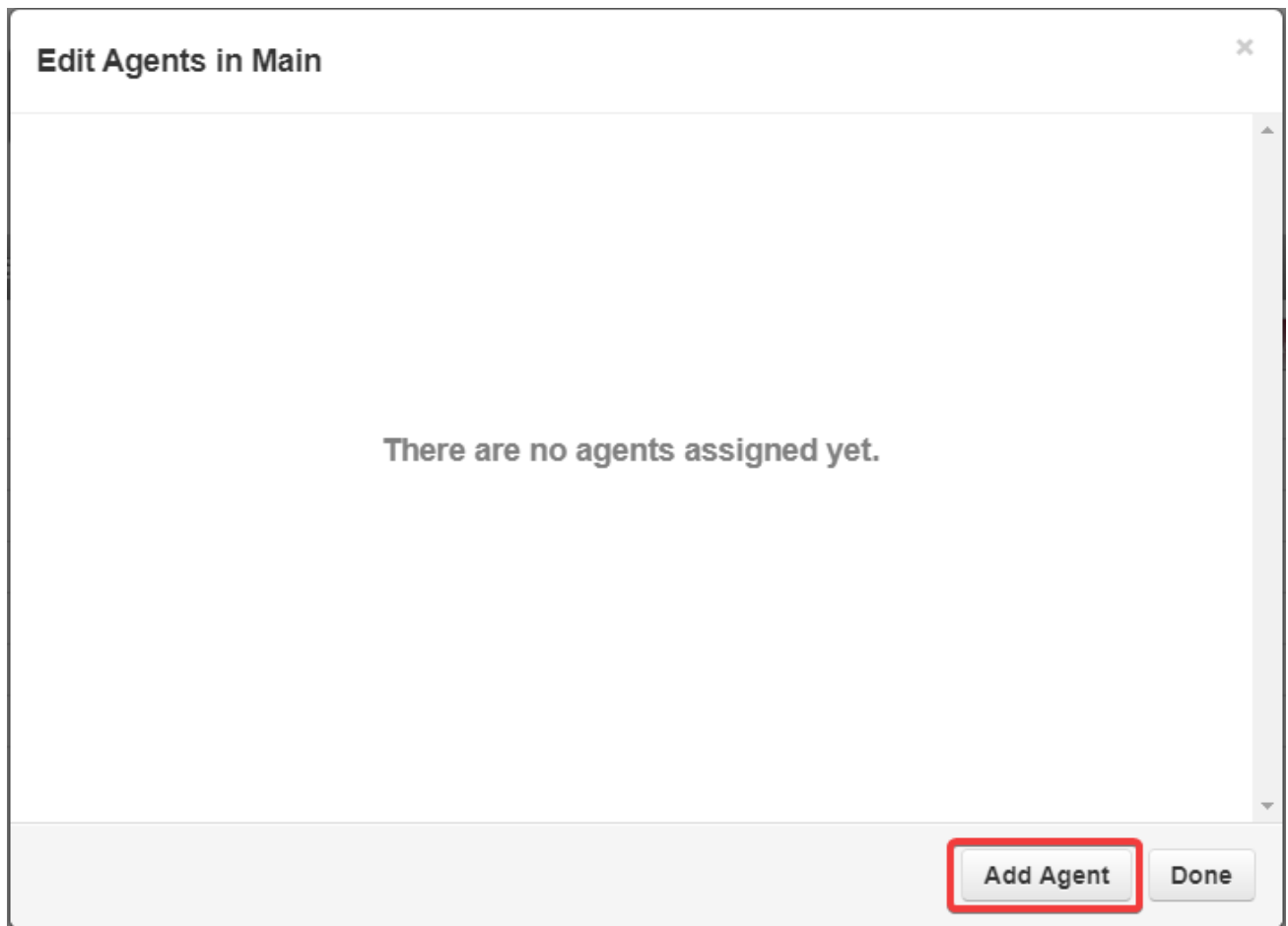- Access to Manager Portal.

1. Log in to the Manager Portal

2. Once logged navigate over to the **Call Queues** tab.

3. Click on the **P erson icon** of the call queue you want to add agents to.

4. Click on **Add Agents** .

Edit Agents in Main

There are no agents assigned yet.

Add Agent   Done

5. There you will be able to click on the **Agent Phone** box and able to see the available agents add in a drop-down box or be able to enter the name/extension of the user and select them.

Edit Agents in Main

×

Agent Phone

Enter Phone or Name

100 (Simon Demo)

Status

101 (Test 2)

update

102 (Test 3)

Wrap up time (sec)

103 (call center test agent)

Max Simultaneous Calls

104 (call center test supervisor)

Max SMS Sessions

101wp (Test 2)

362 (Demo User)

There are no agents assigned yet.

Add Agent   Done

Edit Agents in Main

Agent Phone: 101 (Test 2) ✖   102 (Test 3) ✖   103 (call center test agent) ✖

Status: Online

Note: Changing Status may take a moment to update

Wrap up time (sec): 0   300   595

Max Simultaneous Calls

Cancel   **Save Agent**

There are no agents assigned yet.

Add Agent   Done

6. You may also add a Remote Agent by entering the phone number you wish to ring
   NOTE: Remote agents do not track active calls, and do not respect Max Simultaneous Calls

7. Configure the agent settings

8. Click **Save Agent** .

9. Click **Done**

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Call Queues

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Callback Option

Create a Call Queue

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