

# Call Queuing™

Distributing incoming calls  
for small businesses

The image shows a man in a blue shirt and tie talking on a phone. In the background, a computer monitor displays the Allworx Live Calls interface. The interface includes a table with the following data:

Queued Calls			Callers In Queue														
Queue	Longest Wait (mm:ss)	Average Wait (mm:ss)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
x4410 Account Payables	01:24	00:44	█	█													
x4411 Customer Support	00:53	00:53	█														
x4412 Order Processing	03:27	02:25	█	█	█	█	█										
x4413 Reservations	01:05	00:45	█	█													
x4414 Personnel	00:33	00:33															
x4415 Sales Team	03:10																
x4416 Technical Support	02:00		█	█	█	█	█										

Designed to work  
with Allworx systems.  
Sold as an option.

# It's finally here ... the cost-effective call queue

## Call Queuing™

The Allworx® Call Queuing™ solution displays on your PC and integrates with your Allworx phones using any Allworx system.”



*“CVTSA is using just about every feature available to us in the Allworx system, and there are more features than anyone could imagine.”*

*Dr. Leslie Kutcher, Partner, CVTSA*

**Multiple simultaneous queues.** Allworx Call Queuing supports up to 10 queues with 16 calls per queue and 32 calls across all queues, at anytime, when using an Allworx 10x or Allworx 24x. When using an Allworx 6x, you can have 10 queues of 8 calls per queue and 16 calls across all queues at any time.

**Answering options.** Unlimited number of Allworx phones can be programmed to ring when a caller enters the queue, and the first phone to pick up gets the call. This makes it possible to set up workgroups assigned to specific queues. In addition, each queue can be answered by any phone by dialing a simple system extension. (The call queue feature can be combined with built-in VoIP support for attractive international calling rates.)

**Remote user support.** Users at remote sites can participate in call queues at the touch of a button—now companies can really offer 24-hour support by hiring people in various time zones.

**Continuous status.** The status of each call queue is continuously updated on your pc—allowing you to quickly check vital statistics such as number of callers in queue, longest wait time, and average wait time.

**Descriptive queue names.** In addition to its queue number, each queue can be assigned a friendly descriptive name which appears whenever dropdown menus are available, or on your phone display when the phone is ringing.

**Ring settings.** Each phone can be set to respond to queue conditions differently, including different ring cadences, ringing after a user-specified number of callers enter the queue or after callers have exceeded a user-specified time period. Calls can be directed to managers or co-workers if wait time becomes too long.

**First in, first out.** Callers waiting in queue can be assured that their call will always be answered in the order it was received. Callers have the option of aborting the queue and proceeding directly to voicemail, if so desired.

**Wait notification.** Callers in queue will hear system hold music or a custom message played at programmed intervals.

**Programmable Feature Keys.** The Allworx phones can be set so that specific keys light up to represent specific call queues, making it easy to identify which queue is signalling. Users can “login” and “logout”.

**Visual indicators.** Allworx phones indicate the status of the queue line through variations in the color and blinking of feature keys.

**Call detail reporting.** The data from the call queues can be exported easily to Microsoft Excel or other spreadsheets for further analysis.

**Custom greetings.** You can record your own custom greeting for each queue; each queue can be configured differently.

**Software key activation.** The call queue feature can be activated at any time by purchasing a software key from an authorized Allworx reseller.

**Presence routing.** Users can direct their presence settings to route incoming calls to any of the call queues (in addition to voicemail, auto attendants, another extension or an outside line or cell phone).

**Call Queues Statistics tab.** Users can display the number of calls received into queues, retrieved from queues, abandoned while in queue, hangs ups while in queue and transferred out of queues for each queue.

# solution designed for small businesses!

## Queued Calls

Displays on your PC and is continuously updated with vital information.

### Callers in Queue

System shows number of callers in each queue.

### Queue

Lists all active queues, each queue can be given specific extensions and descriptions.

Queue	Longest Wait (mm:ss)	Average Wait (mm:ss)	Callers In Queue															
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
x4410 Account Payables	01:24	00:44	1	1														
x4411 Customer Support	00:53	00:53	1	1														
x4412 Order Processing	03:27	02:25	1	1	1	1	1	1	1									
x4413 Reservations	01:05	00:45	1	1														
x4414 Personnel	00:33	00:33	1	1														
x4415 Sales Team	03:10	02:15	1	1														
x4416 Technical Support	02:07	01:04	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

### Longest Wait

System tracks the longest wait time of caller in queue.

### Average Wait

System tracks average wait time across all callers in queue.

## Call Queue Statistics

- View real-time queue statistics.
- Abandoned (long) allows for better staffing management.
- It allows small businesses to identify unique calling trends within the system.
- Any organization requiring better management of call distribution and tracking.
- Allows businesses to easily run statistics in real time.

Call Queue Statistics						
Received	Serviced	Abandoned (short)	Abandoned (long)	Exit Key Pressed	Timed Out	Collection Period
<b>Support</b>						
Avg Time to Service: 0 s			Collection Period: 2 d 21 h			
0	0	0	0	0	0	
<b>Inquiries</b>						
Avg Time to Service: 51 s			Collection Period: 2 d 21 h			
6	3	1	1	0	1	
<b>Sales</b>						
Avg Time to Service: 0 s			Collection Period: 2 d 21 h			
2	0	0	0	0	2	

# Allworx® Call Queuing™

Allworx Call Queuing is a perfect business solution for answering customer demands.

## The ultimate in customer satisfaction

With Call Queuing, small companies can now afford 24/7 customer support by hiring people in different time zones to take incoming calls. When it is essential that every call into your company be answered, Allworx Call Queuing is the best and most cost-effective answer.

## How it works

The diagram below shows how Allworx can enable a limited staff to help many customers.



- A** Customers around the world call into your phone lines throughout the week.
- B** The Allworx system answers every call with customized auto attendants.
- C** Based on keypad responses, callers are put into specific queues. Callers waiting in queue hear system hold music or a custom message played at programmed intervals.
- D** Your staff in any location answers the calls in the order that they were received.

For more information, call **1-866-ALLWORX** or visit [allworx.com](http://allworx.com).