Editing Call Queues

There might be times when you need to edit Call Queues. For example, you might want to change basic, pre-queue, or in-queue options.

1. From the Call Queues page, either:

   - Click a name

     OR

   - Hover over a name, and then click the icon at the far right of the Call Queues page. For example:

Click a name or…   **…click this icon**

Name	Extension ▲	Type	Callers in Queue	Agents (Available)	
park	701	Call Park	0	-	🎵 ✏️ ❌
park	702	Call Park	0	-	🎵 ✏️ ❌
test	800	Linear Cascade	0	0 (0)	👤 🎵 ✏️ ❌

Either step displays the Edit pop-up window. For example:

Edit park `Round-robin`   ✕

| Basic | Pre Queue Options | In Queue Options |

Name   `Call Round Robin` ✕

Extension   `701`

Note: Extension cannot be changed

Type
- ⦿ Round-robin (longest idle) ℹ️
- ○ Ring All ℹ️
- ○ Linear Hunt ℹ️
- ○ Linear Cascade ℹ️
- ○ Call Park ℹ️

Direct Phone Number(s)   `No Phone Numbers available ▾`

Record Calls ℹ️   `No ▾`

Statistics ℹ️   `No ▾`

Message to Agent ℹ️   ⦿

[Cancel] [**Save**]

2. Perform the procedure starting with step 2 under "Adding Call Queues".