














# Hosted PBX by Golden West

## Working with Agents

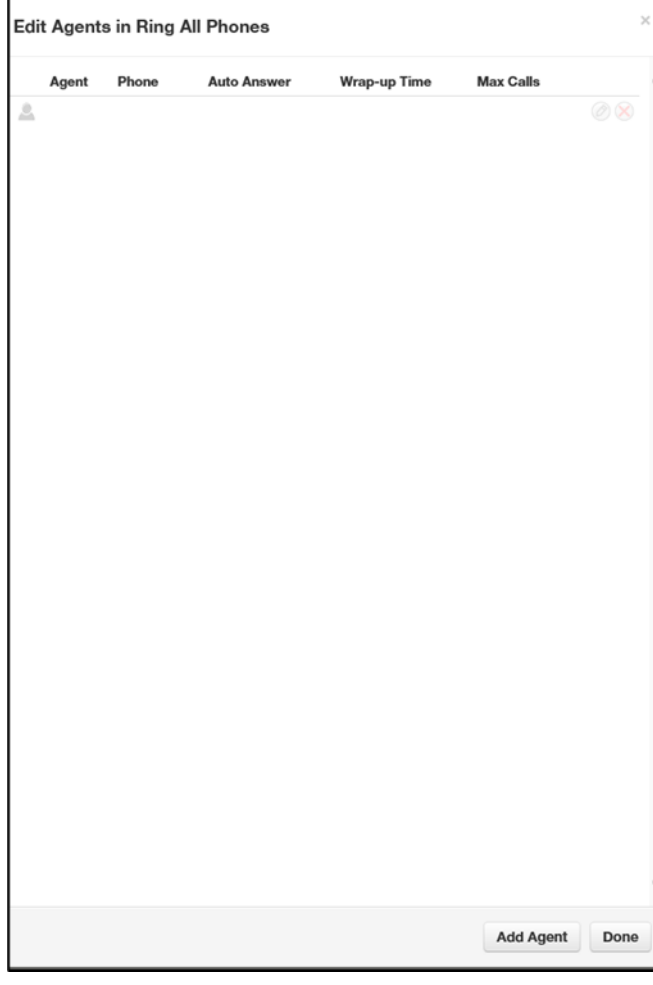
The Call Queues page allows you to add, edit, and delete agents for call queues.

- From the Call Queues page, hover over the call queue, and then click the  icon at the far right of the row.

Name	Extension	Type	Callers in Queue	Agents (Available)	
Test	120	Call Park	0	-	  
park	701	Call Park	0	-	  
park	702	Call Park	0	-	  
test	800	Linear Cascade	0	0 (0)	  

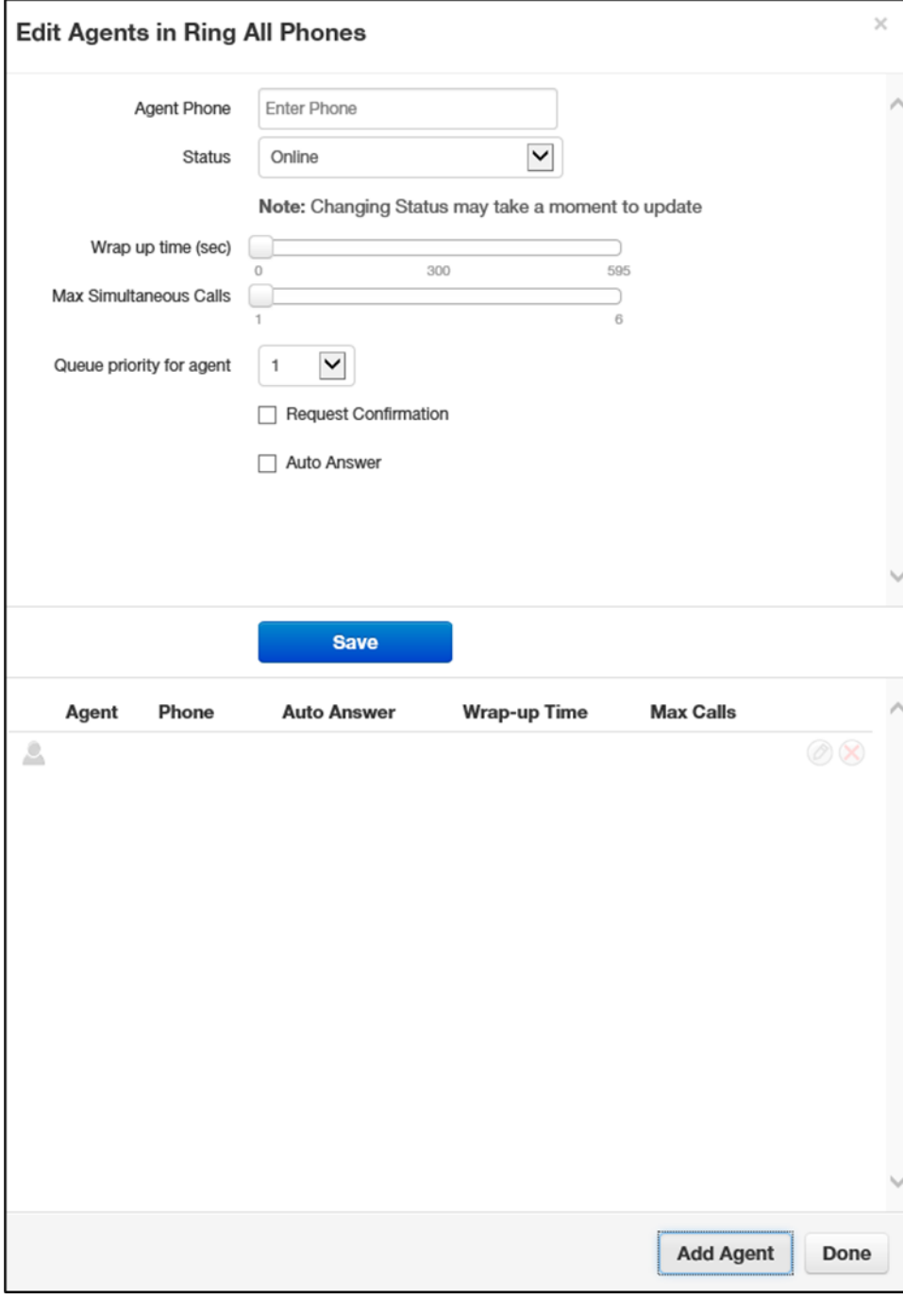
Click this icon

An Edit Agents pop-up window similar to the following appears.



- To add an agent:

- Click the Add Agent button. The following settings appear.

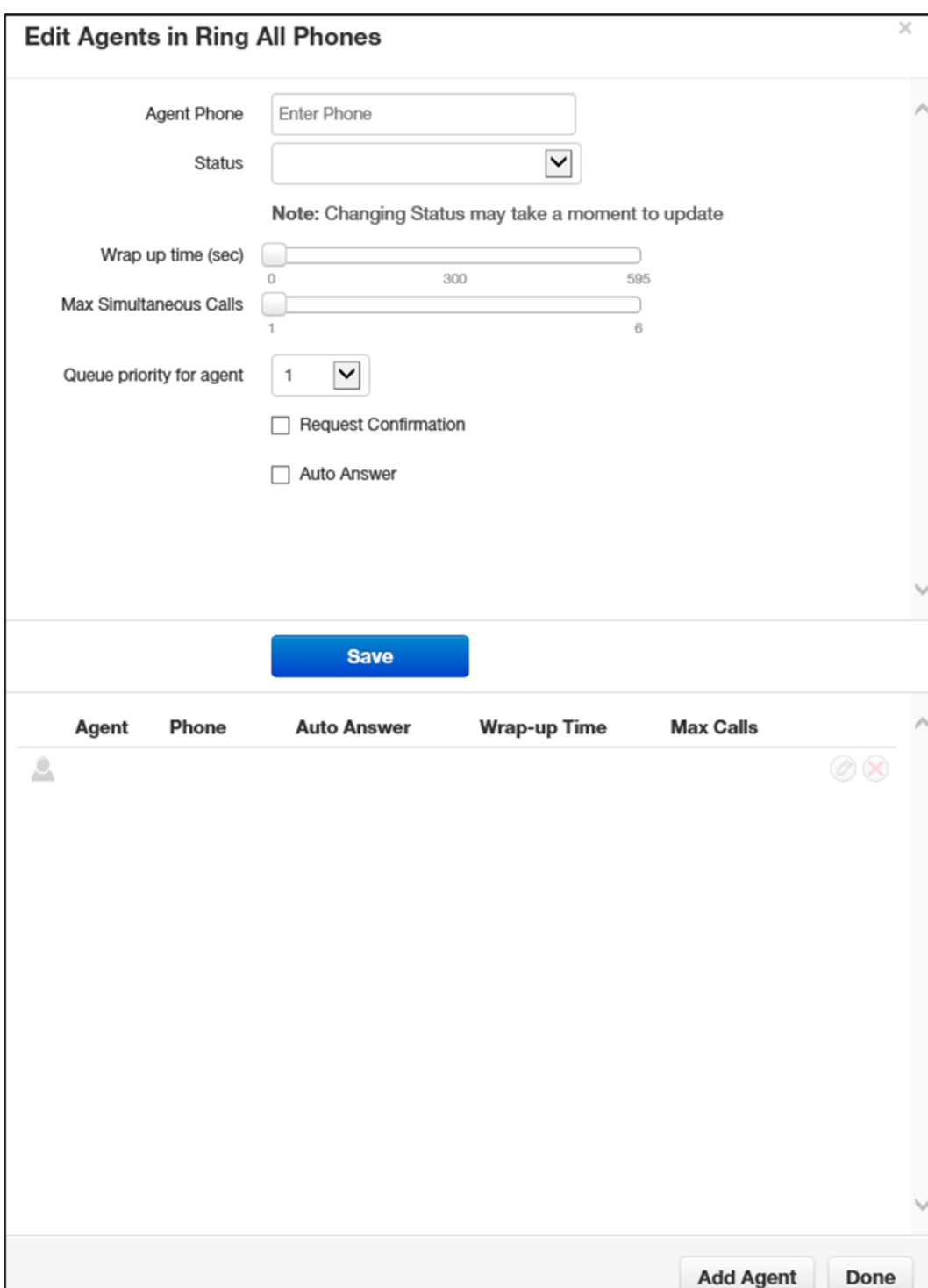


- Complete the fields.
- Click Save. The color-coded status of the new agent is displayed:
  - Green = available
  - Gray = offline
  - Red = on a call
- Click Done.

Setting	Description
Agent Phone	Select a phone of an agent to add to the queue.
Status	Select whether the agent is ready to take calls (Online) or not active (Offline).
Wrap up time	Use the slider to specify the amount of time the agent is allocated to complete paperwork after finishing a call and before a new call is dispatched.
Max Simultaneous Calls	Use the slider to specify the maximum number of calls an agent can take at one time. This will almost always be 1.
Order in Linear Hunt	Sets the dispatch order. If a call is dispatching, it will go to the available agent with the lowest order.
Queue Priority for Agent	Sets weighting for an agent that is servicing multiple queues. If you have an agent servicing two queues and both queues have a person waiting, for example, the agent will get the call from the queue whose priority is highest (lowest number).
Request Confirmation	Enables or disables request confirmation. Choices are: Checked = requires the agent to confirm receiving the call. Not checked = agent does not confirm the call.
Auto Answer	Enables or disables auto answer. Choices are: Checked = agent phone answers automatically (not all phones support this feature). Not checked = agent phone not answer automatically.


- To edit agent settings:

- Hover over an agent, and then click the  icon at the far right of the window. Settings similar to the following appear.



- Complete the fields.
- Clicks Save. The color-coded status of the new agent is displayed.
  - Green = available
  - Gray = offline
  - Red = on a call

- To delete an agent:

- Hover over an agent, and then click the  icon at the far right of the window.
- When a confirmation prompt appears, click Yes to delete the agent or No to retain it.

- When you finish working within the pop-up window, click Done.