



Call Queue und Auto Attendant

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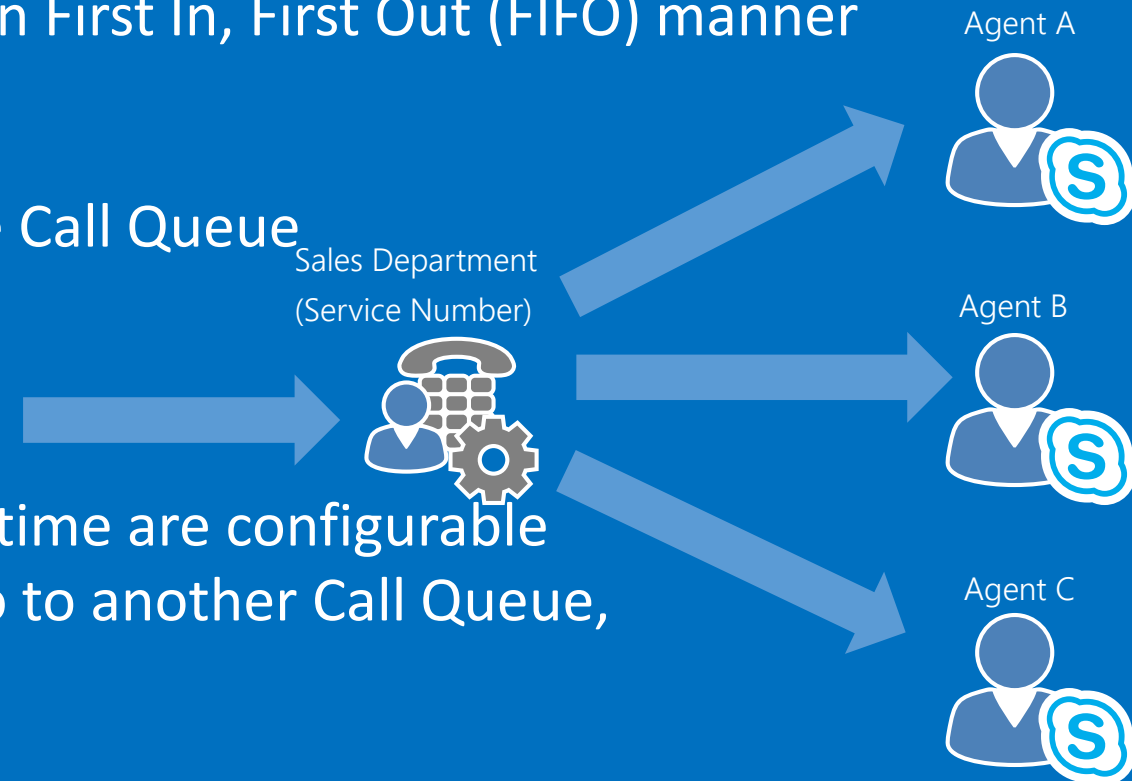
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What is Call Queues?

- Call Queues – provide automated call distribution for incoming calls

- Often used together with Auto Attendants
- Can have custom Corporate Greetings and Music On Hold
- Accepts up to 200 calls per instance and queues up calls to be serviced
- Automatically distributes the waiting calls in First In, First Out (FIFO) manner to the
- available Agents
- Allows to designate up to 50 Agents for the Call Queue

- Max Queue size and max allowed call wait time are configurable
- Can setup overflow or timed-out calls to go to another Call Queue,
- Auto Attendant, Voicemail, or Users



Comparison Call Queue vs. RGS Hunt Grp

	Online Call Queue	Skype for Business Hunt Groups
Location	SfB Online	SfB On Premises
Routing Target	Distribution\Security Group with up to 50 Online Users	Distribution\Security Group with On Premises Users
Text to Speech	No	Yes
Speech to Text	No	Yes
Custom Greeting	Yes	Yes
Music on Hold	Yes	Yes
Maximum Concurrent incoming Calls	200 per queue	Hardware Based
Routing Options	Attendant Routing, serial routing	Attendant Routing, Round Robin, Last Active, Priority, parallel
Agent Participation	Opt-In, Opt-Out	Formal, Informal
Sub Menus	No	Yes
Overflow Option	Yes	Yes


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Attendant Routing Method

- Call rings all the Agents in parallel
- Same as Attendant Routing in RGS
- Agents already in a call can get a new call from a Call Queue
- Only Agents Offline or on Do not Disturb will not get a call
- Agents can have multiple calls on hold





Call Queue und Auto Attendant

- Alles neu macht Teams
- Wir schauen uns das Live an!



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