

How To Guide

How to change Ring Strategy in Call Monitoring Portal while using Call Queue.

Login to the Call Monitoring Portal



TheRealPBX
Click, Connect, Communicate

Username

Password

LOGIN

The image shows a login form for TheRealPBX. The form is centered on a grey background. It features the company logo at the top, followed by the tagline 'Click, Connect, Communicate'. Below this are two input fields: 'Username' and 'Password'. At the bottom of the form is a black button with the word 'LOGIN' in white capital letters.

Login to the Call Monitoring portal using the credentials provided in your email.

Go to Call Center Module & Select your TFN?










The screenshot shows a web application interface with a dark navigation bar at the top containing a logo and tabs for 'Home', 'Accounts', 'Dialplan', and 'Apps'. Below the navigation bar, there is a section titled 'Call Center Queues' with a subtitle 'List of queues for the call center.' Below this is a table with two columns: 'Queue Name' and 'Extension'. The table contains one row with the values 'CQ-18006912096' and '301'. To the right of the table, a dropdown menu is open under the 'Apps' tab, listing several options: 'Call Block', 'Call Center', 'Call Detail Records', 'Follow Me', 'IVR Menu', 'Operator Panel', 'Ring Groups', and 'Voicemail'. The 'Call Center' option is highlighted in orange. Blue arrows point from the text annotations on the right to the 'Call Center' option and the 'CQ-18006912096' entry in the table.

Queue Name	Extension
CQ-18006912096	301

If you have call queue enabled then you will find Call Center Module under Apps. Click on call Center.

After that select your Toll free number.

Select the Ring Strategy required

Extension	<input type="text" value="301"/> Enter the extension number.								
Strategy	<div style="border: 1px solid #ccc; padding: 5px;"><p>Longest Idle Agent ▼</p><p>Ring All</p><p>Longest Idle Agent</p><p>Round Robin</p><p>Top Down</p><p>Agent With Least Talk Time</p><p>Agent With Fewest Calls</p><p>Sequentially By Agent Order</p><p>Sequentially By Next Agent Order</p><p>Random</p></div>								
Tiers	<table><thead><tr><th>Tier Position</th><th></th></tr></thead><tbody><tr><td>1</td><td></td></tr><tr><td>1</td><td></td></tr><tr><td><input type="text" value="1"/> ▼</td><td></td></tr></tbody></table>	Tier Position		1		1		<input type="text" value="1"/> ▼	
Tier Position									
1									
1									
<input type="text" value="1"/> ▼									

Ring All - It will ring all the extensions.

Longest Idle Agent - It will forward the new call to the agent who is most idle.

Round Robin - It will circulate the call between all the extensions one by one.

Top Down - It will transfer calls to extension as per the list assigned.

Agent with Least Talk Time - It will transfer the call to the agent who has the least talk time.

Random: Call will randomly on any extension.