Enquiry registration per queue
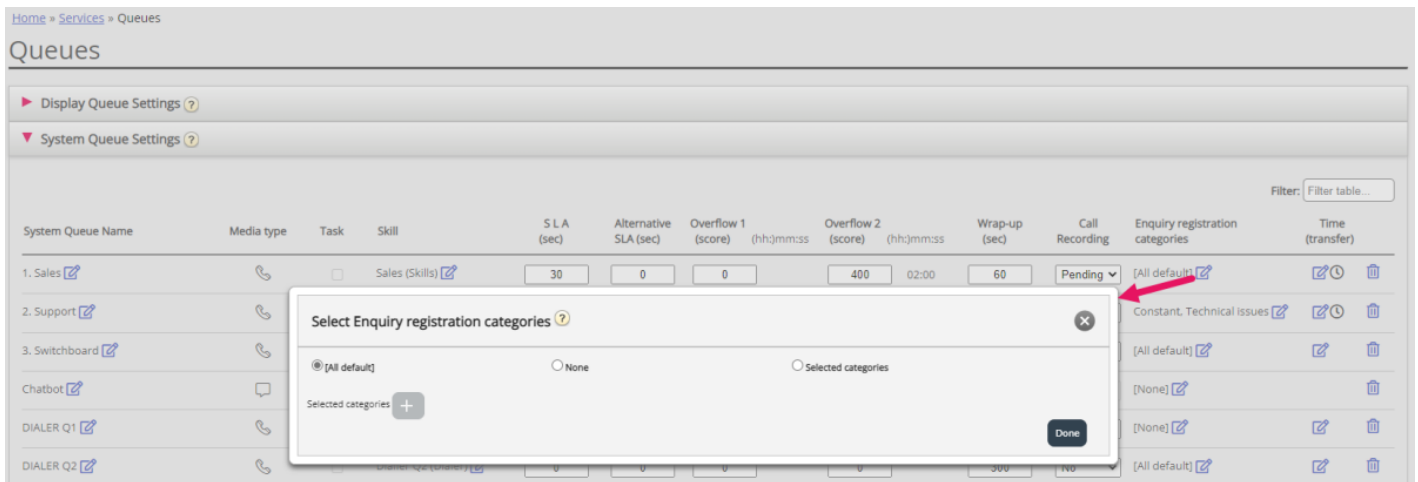
On page _Users - Enquiry registration_ you define Categories and their belonging topics to be used by the agent application, and the order these categories are shown in the agent application. All Categories ticked as 'Default' are shown for all agents (all user groups) unless you have limited what categories to show for each user group by using resource filters with categories.

You can configure what categories to be used per queue instead of using resource filters to limit what categories different user groups can see.

The standard solution is that all categories ticked as 'default' are shown for all your queues.

You can click on the edit pen in column _Enquiry registration categories_ for a queue row to select between _All default, None_ or _Selected categories._

- **All default** means that all categories checked as '**Default**' on page _Users - Enquiry registration_ are shown for agents for requests from this queue.

- **None** means no categories will be shown for agents for requests from this queue.

- **Selected categories** means that the categories you selected here are shown for agents for requests from this queue.
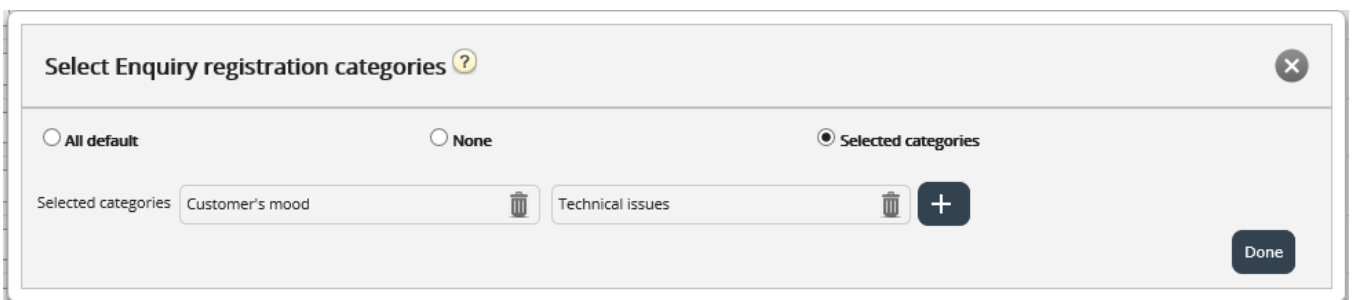
Please note that the selected categories for a queue is shown in the agent application in the order defined on page Users - Enquiry registration.

If one category should be used for one or only a few queues, and you have several other queues that should use _All default_ categories, this category should not be ticked as 'default' on page _Users - Enquiry registration_ so that it is not included in 'All default'.

For each Dialler campaign you can select one category that's ticked as 'Reserved for Dialler'. This is done on page _Services - Dialler_ under _Agent feedback_. If a Dialler campaign queue uses a category reserved for Dialler, this Dialler category is not shown on page _Services - Queues_.