

Creating queues

1. In the **Settings** menu, choose the **Queues & Skills** tab.
2. Choose **Forecast Queues** in the left menu.
3. Click the '+' icon at the bottom right of screen.
4. Name the Queue
5. Enter the Patience in seconds. Patience is the amount of time a customer is willing to wait before hanging up. Leave at 0 for Deferred queues such as Email.
6. Enter the Service Level **OR** ASA.
7. Choose the Media Type
8. Choose the Skill that is associated with the Queue. The skill will need to have been created before the queue.
9. Enter any Aliases for the Queue.

Alias - Has many functions. Essentially this is for integration purposes when getting data direct from your ACD. Any Aliases entered will merge together data from different queues within the ACD.

The screenshot shows the 'Settings' page with the 'Queues & Skills' tab selected. The left sidebar has 'Forecast Queues' highlighted. The main content area is divided into two sections: a list of existing queues and a form to create a new queue.

Existing Queues List:

- Chat Demo**: Campaign: Demo, Skill: Demo Chat, Media Type: Chat
- Demo Spanish**: Campaign: Demo, Skill: Demo Spanish, Media Type: Phone
- Email Demo**: Campaign: Demo, Skill: Demo Email, Media Type: Email
- Phone Sales**: Campaign: Demo, Skill: Demo Sales, Media Type: Phone
- Phone Service**: Campaign: Demo, Skill: Demo Service, Media Type: Phone
- PS Chat BG**: Campaign: Puzzle Support, Skill: Puzzle Support BG, Media Type: Chat

New Queue Form (Trial):

- Queue Name ***: Trial
- Media Type ***: Phone
- Patience (Seconds) ***: 300
- Service Level**: ☒ Service Level, ☐ ASA
- Service Goal (%) ***: 6
- Service Goal (Seconds) ***: 7
- Skill ***: Demo Chat
- Aliases**: trial

At the bottom, a message states 'Changes have been made' and a 'Create' button is visible.