

Zoom - Call Queue Admin Basics

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Locate your Call Queue

1. Navigate to <https://zoom.lynn.edu>
2. Find the Admin section on the left sidebar
3. click on Phone System Management to reveal a drop down menu
4. Click on Call Queues
5. On the following page, locate the call queue that you manage\

Add Users to the Call Queue

1. Follow the instructions in Locate your Call Queue to get to your Call Queue page
2. Ensure that the **Profile** tab is selected
3. Click **View or Edit** next to **Member(s)**
4. On the following page, click on Add
5. A new window will pop up. Search for a name or extension
 - a. If you are adding a phone that isn't necessarily assigned to anyone, but will still ring, search for it's name under Common Area Phones
6. Click on the checkbox next to the employee's name
7. Repeat until you've found and check marked all the users you would like to add.
8. Click on OK at the bottom of the window

Configure Call Distribution

Once you have people in your call queue, you may want to consider how they will receive calls.

There are five call distribution options for call queues:

- **Simultaneous:** Rings all available members at the same time.
- **Sequential:** Rings available members one at a time.
- **Rotating:** Rings available members in a regularly changing order so that calls are distributed evenly.
- **Longest idle:** Routes calls to the member who has been idle for the longest time (they have not answered a queue call). If the member that has been idle the longest does not answer, the system will rotate to the next member that has been idle for the longest time.
- **Group rotating:** Rings a configurable subset of queue members simultaneously (the subset is defined by the group size), before moving on to ringing the next subset of queue members with the next call or after a configurable ringing-time interval.

To find these options:

1. Navigate to your Call Queue

2. In the Profile tab scroll down to the Business Hours section
3. Click on the drop down box next to Call Distribution
4. Choose you desired Call Distribution type
 - a. If you choose Sequential, you can change the order in which the phone rings by clicking Specify Order next to the drop down menu.