

Queue priorities and penalties

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

Before starting to use Queue rules, please verify to have it referenced in `/etc/asterisk/extconfig.conf`

```
queue_rules => odbc,asterisk1,queue_rules,1
```

```
queue_rules => odbc,asterisk2,queue_rules,2
```

When a queue is defined, you list the agents that will be part of the queue.

```
400px
```

Based on the strategy, when a call arrives, in this case, all extensions will ring. You may like to arrange the call pattern in more fancy ways, like in the following:

I want 106 to ring first and to ring 104 only if 106 is not available or busy and ring 102 only if both are unavailable or busy

You can achieve this configuration using the Penalties and arranging the agents in the following way

```
400px
```

I want 106 to ring first and to ring 104 and 102 only if 106 is busy or not available, after at least 60 seconds.

In this case, the caller will stay in the queue at least 60 seconds before being sent to 104 and 102, if 106 is unavailable or busy. To achieve this configuration, you need to use the Queue rules and the min and max queue penalty. So, arrange the queue penalty as following

```
400px
```

Set the min and max penalty

```
400px
```

Create a Queue rule as following and assign to the queue

400px

I want 106 to ring first and after 30 seconds to ring 104 and 102

In this case, you need to use the above agents configuration, but to use the queue raise penalty as following

400px

File not found.

Canistracci OIL example screen for Queue priorities and penalties.

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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