

Using a BLF key to monitor and pause/unpause from a queue

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.

It can be nice to have a BLF key on your phone keypad showing your Queue Agent status (Paused or Available, but also Logged in the queue or not). Let's examine the Pause/Unpaused.

You need to start creating a Flow/Variable to Toggle your pause status for a queue.

400px

Please note the special number assigned to the Flow/Variable to toggle it.

In the Monitoring section, specify what you like to monitor

400px

In the phone, you need to start monitoring an extension matching the 7000[EXT] you have defined (obviously you can choose whichever number), so for example, if your extension is 104 and your tenant code DEVEL, you should monitor 7000104-DEVEL.

Pressing the BLF key will toggle your pause status and the BLF key will show you the current status.

Canistracci OIL example screen for Using a BLF key to monitor and pause/unpause from a queue.

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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