

Using different MOH for queues

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.

You may have noticed, in the queue, you can't select the Music on Hold (MOH), but just choose what to play to the caller: ringing or MOH. This is because you need to select which MOH to play to the caller before entering the Queue. In this way you'll be able to use the same Queue with different MOH.

For example, you can have an IVR asking the client to select which department to call and have different music for them, like:

400px

File not found.

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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