

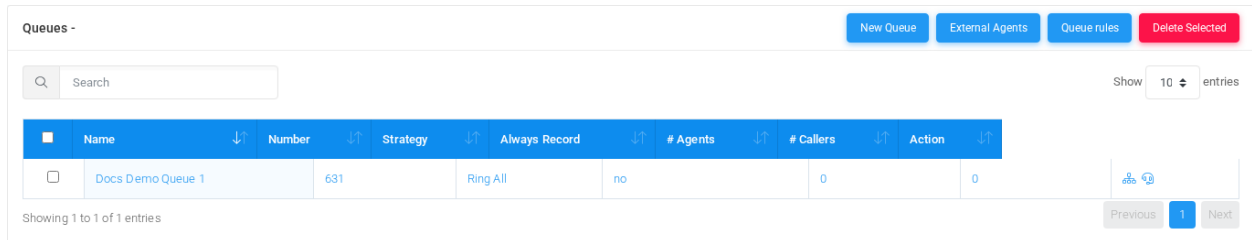
Queues

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Overview

The **Queues** page defines call queues, agent behavior, announcements, callbacks, and queue reporting settings. Open it from **Configuration > Queues**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Queues list page in the Canistracci OIL tenant.

Working with objects

| Task | How to do it |
|--------|---|
| Add | Select the New queue action, complete the form, and select Save. |
| Edit | Open the queue from the list by selecting its name, number, or row action. Change the form and select Save. |
| Delete | Select the row checkbox and use Delete Selected, or open the queue and select Delete, then confirm. |

Page functions

| Action | Description |
|-----------------|---|
| New Queue | Opens the creation form for a new queue. |
| External Agents | Runs the External Agents action. |
| Queue rules | Runs the Queue rules action. |
| Delete Selected | Deletes the selected rows after confirmation. |
| Assign | Runs the Assign action. |

List columns

| Column | Description |
|---------------|--|
| Name | Display name used in lists and references. |
| Number | Dialed value, identifier, or matching value used by the PBX. |
| Strategy | Object setting shown by the form. |
| Always Record | Recording behavior or recording delivery setting. |
| # Agents | Object setting shown by the form. |
| # Callers | Caller ID or caller matching value. |
| Action | Object setting shown by the form. |

Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo Queue 1.

Deleting records

Before deleting a queue, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

Create and Edit Queues

Use this page when creating a new queue or editing an existing queue from **Configuration > Queues**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

Form sections

| Section | Description |
|------------------------|--|
| Information | Core identity and routing fields for the object. |
| Agents | Agent assignment and queue membership behavior. |
| Periodic Announce | Settings shown in the Periodic Announce block. |
| Queue exit key | Settings shown in the Queue exit key block. |
| Call Back service | Settings shown in the Call Back service block. |
| Abandoned Calls | Settings shown in the Abandoned Calls block. |
| Position/Time Announce | Settings shown in the Position/Time Announce block. |
| API Integrations | API-related credentials, restrictions, and integration controls. |

Information

| | |
|---------------------------|--|
| Name: | <input type="text"/> |
| Number: | <input type="text"/> |
| Always Record: | <input type="text" value="No"/> |
| Email recording to: | <input type="text"/> |
| Play to the caller: | <input type="text" value="Music on Hold"/> |
| Queue timeout: | <input type="text" value="120"/> |
| Service level: | <input type="text" value="30"/> |
| Max Queue Length: | <input type="text" value="Unlimited"/> |
| Weight: | <input type="text" value="0"/> |
| Queue rule: | <input type="text" value="No Queue rule usage"/> |
| Queue min penalty: | <input type="text" value="Not used"/> |
| Queue max penalty: | <input type="text" value="Not used"/> |
| Queue raise penalty: | <input type="text" value="Not used"/> |
| On timeout: | <input type="text" value="Action to take"/> |
| On queue full: | <input type="text" value="Action to take"/> |
| Before ringing the agent: | <input type="text" value="Action to take"/> |
| Progress: | <input type="text" value="No"/> |
| Queue server: | <input type="text" value="Automatic"/> |

Information section on the edit form.

Core identity and routing fields for the object.

Agents

Agents

Strategy: Ring All

Agents: Please select agents belonging to the queue

Ring when in use: No

Ring when offline: No

Available Agent ringing: Multiple times

Report caller's hold time: No

Agent timeout: 30

Wrap-up time: 0

Wait time for retry: 1

Penalty members limit: 0

Auto pause: No

Auto pause on busy: No

Auto pause on unavail: No

Auto pause delay:

Pause agent when call ends: No

On Auto Pause: Action to take

Timeout restart: No

On No Available Members: Action to take

On No Free Members: Action to take

Join empty queue: Skip Queue join states

Leave empty queue: Leave Queue states

Agent Announce: No message

Agent confirm message: Standard message

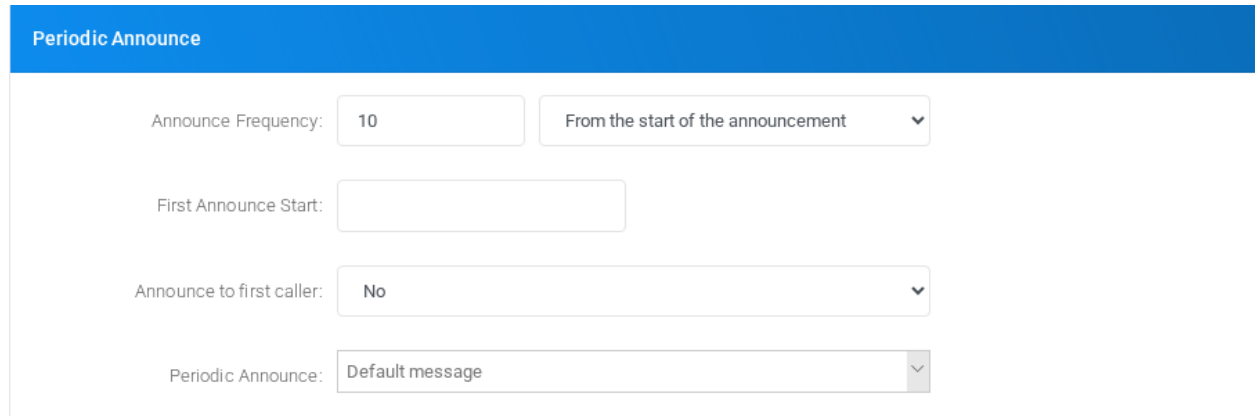
Run AGI when agent answers: Choose AGI to run

Run AGI when agent ends the call: Choose AGI to run

Agents section on the edit form.

Agent assignment and queue membership behavior.

Periodic Announce



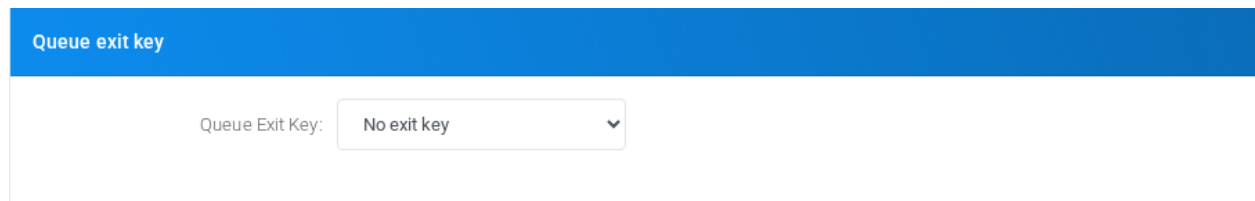
The screenshot shows a blue header bar with the text "Periodic Announce". Below the header, there are four settings:

- Announce Frequency:** A text input field containing the number "10" and a dropdown menu set to "From the start of the announcement".
- First Announce Start:** An empty text input field.
- Announce to first caller:** A dropdown menu set to "No".
- Periodic Announce:** A dropdown menu set to "Default message".

Periodic Announce section on the edit form.

Settings shown in the Periodic Announce block.

Queue exit key



The screenshot shows a blue header bar with the text "Queue exit key". Below the header, there is one setting:

- Queue Exit Key:** A dropdown menu set to "No exit key".

Queue exit key section on the edit form.

Settings shown in the Queue exit key block.

Call Back service

Call Back service

Call back enabled

Call back when agents available

Request confirm on call back

First call the agent, then try to connect to a previous caller

Call back confirm message: **Standard message** ▼

On Queue Call Back: **Action to take** ▼

Caller ID Number: ▼

Caller ID Name:

Call backs max attempts:

Call backs first delay (minutes):

Call backs next delay (minutes):

Call back hours restriction: **No restrictions** ▼

Call backs expiration (minutes):

Call Back service section on the edit form.

Settings shown in the Call Back service block.

Abandoned Calls

Abandoned Calls

On Abandoned Call:

Notify abandoned calls to email:

Notify abandoned calls to URL:

Notify abandoned calls to SMS numbers:

Sender SMS number:

SMS text:

Call back abandoned calls

Abandoned Calls section on the edit form.

Settings shown in the Abandoned Calls block.

Position/Time Announce

Position/Time Announce

Announce Frequency:

Minimum Announce Frequency:

Announce holdtime:

Announce Round Seconds:

Announce position:

"You are the next" message:

"There are" message:

"Calls waiting" message:

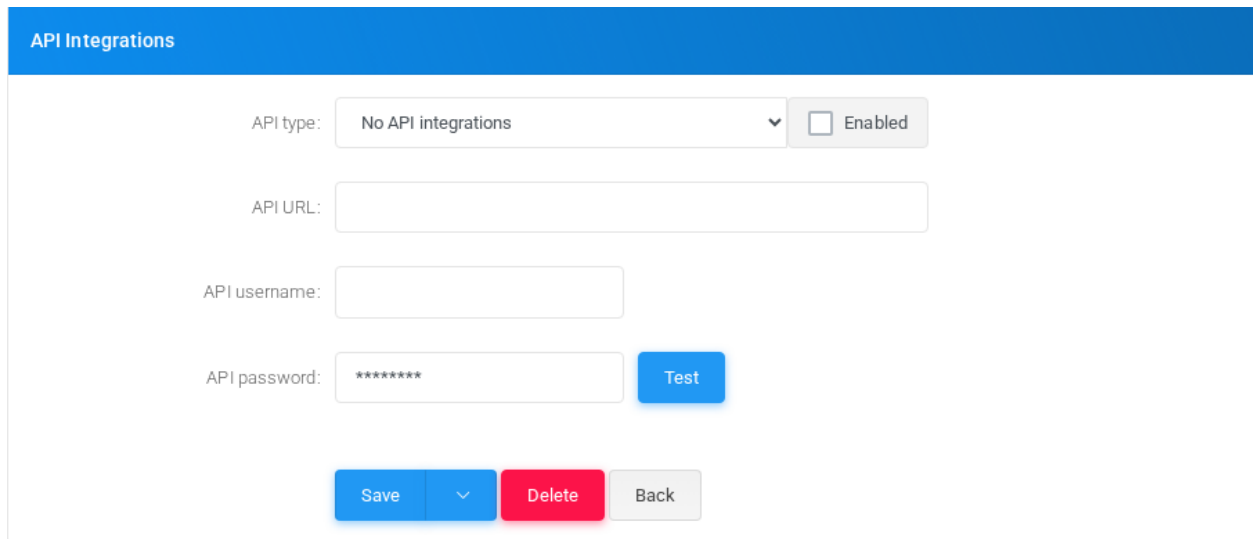
"Thank you" message:

"The current est. holdtime is" message:

Position/Time Announce section on the edit form.

Settings shown in the Position/Time Announce block.

API Integrations



API Integrations

API type: No API integrations Enabled

API URL:

API username:

API password: *****

API Integrations section on the edit form.

API-related credentials, restrictions, and integration controls.

Main fields

| Field | Description |
|-----------------------|--|
| Name: | Display name used in lists and references. |
| Number: | Dialed value, identifier, or matching value used by the PBX. |
| Always Record: | Recording behavior or recording delivery setting. |
| Email recording to: | Email address used for notifications, delivery, or mailbox access. |
| Minimum Size (bytes): | Object setting shown by the form. |
| Play to the caller: | Caller ID or caller matching value. |
| Queue timeout: | Timing value used by the service. |
| Service level: | Object setting shown by the form. |
| Max Queue Length: | Object setting shown by the form. |
| Weight: | Object setting shown by the form. |
| Auto fill: | Object setting shown by the form. |
| Queue rule: | Object setting shown by the form. |

| Field | Description |
|----------------------------|---|
| Queue min penalty: | Object setting shown by the form. |
| Queue max penalty: | Object setting shown by the form. |
| Queue raise penalty: | Object setting shown by the form. |
| Progress: | Object setting shown by the form. |
| Queue server: | Server, host, or node selection used by the object. |
| Strategy: | Object setting shown by the form. |
| allowoptimization | Object setting shown by the form. |
| Ring when in use: | Object setting shown by the form. |
| Ring when offline: | Object setting shown by the form. |
| Available Agent ringing: | Object setting shown by the form. |
| Report caller's hold time: | Caller ID or caller matching value. |
| Agent timeout: | Timing value used by the service. |
| Wrap-up time: | Object setting shown by the form. |
| Wait time for retry: | Timing value used by the service. |
| Penalty members limit: | Object setting shown by the form. |
| Auto pause: | Object setting shown by the form. |

Queue rules and penalties

Use a **Queue rule** when a caller should stay in the same queue while the PBX changes which agent penalty levels are eligible as the caller waits. This keeps the caller's queue position instead of moving the caller to another queue or reinserting the caller with different penalty values.

Queue penalty fields

Name: Docs Priority Queue

Number: 631

Always Record: No

Email recording to:

Play to the caller: Music on Hold

Queue timeout: 120

Service level: 30

Max Queue Length: Unlimited

Weight: 0

Queue rule: Docs Priority Escalation

Queue min penalty: 0

Queue max penalty: 0

Queue raise penalty: Not used

Queue penalty fields on the queue Information section.

| Field | How it works |
|-----------------------|---|
| Queue rule | Selects the time-based rule used by the queue. The rule rows are maintained from the Queue rules screen linked from the Queues list. |
| Queue min penalty | Sets the starting lower penalty boundary for the caller. Agents with a lower penalty are not considered while this value is active. |
| Queue max penalty | Sets the starting upper penalty boundary for the caller. Agents with a higher penalty are not considered while this value is active. |
| Queue raise penalty | Treats agents below the selected raise value as if they had the raise value for this caller. This can remove the priority advantage of lower-penalty agents without changing the stored member penalty. |
| Penalty members limit | When this queue-level limit is greater than zero and the queue has that number of members or fewer, Asterisk can ignore penalty weighting for availability decisions. |

Queue rule pages

| Name | Description | Action |
|--------------------------|--|--|
| Docs Priority Escalation | Escalates waiting callers from primary agents to overflow agents while callers keep their queue position | After 90 seconds, set min penalty to 1, set max penalty to 2. After 60 seconds, set min penalty to 0, set max penalty to 2. After 30 seconds, set min penalty to 0, set max penalty to 1 |

Queue rules list with the Docs Priority Escalation example.

The Queue rules list shows each rule, its description, and a generated summary of the timed penalty changes. Open the rule name to edit the rule header, or select **Manage rules** to edit the timed rows.

Name: Docs Priority Escalation

Description: Escalates waiting callers from primary agents to overflow agents while ca

Save Delete Back

Queue rule header form.

The rule header contains only the rule name and description. Use a descriptive name that explains the escalation purpose, such as **Docs Priority Escalation**.

| Time | Min penalty | Max penalty | Raise penalty |
|------------------------|------------------------|------------------------|------------------------|
| <input type="text"/> x | <input type="text"/> x | <input type="text"/> x | <input type="text"/> x |
| 30 | 0 | 1 | 1 |
| 60 | 0 | 2 | 2 |
| 90 | 1 | 2 | 2 |

Queue rule timed penalty changes.

| Column | Meaning |
|---------------|--|
| Time | Seconds after the caller entered the queue. When this wait time is reached, the row values are applied to that caller. |
| Min penalty | New lower boundary for eligible agents. |
| Max penalty | New upper boundary for eligible agents. |
| Raise penalty | New raise value used to make lower-penalty agents behave as if they had the configured penalty for the current caller. |

Example escalation

| Wait time | Values | Result |
|------------------|------------------------------|---|
| Queue entry | Min 0, max 0, raise not used | Only primary agents with penalty 0 are considered. |
| After 30 seconds | Min 0, max 1, raise 1 | Agents with penalties 0 and 1 are eligible. Penalty 0 agents are treated as penalty 1, so the first overflow tier is considered evenly with the primary tier. |
| After 60 seconds | Min 0, max 2, raise 2 | Agents with penalties 0, 1, and 2 are eligible, and lower tiers are treated as penalty 2 for this caller. |
| After 90 seconds | Min 1, max 2, raise 2 | Penalty 0 agents are no longer considered. The caller continues with the overflow tiers only. |

Asterisk applies these values to the queue call variables for the caller currently waiting. Rule changes made after a caller has already entered the queue are not retroactively applied to that caller. For the **Weighted Random** strategy, member penalty is used as a weight for the selection metric, so the practical effect differs from the strict priority behavior used by the other queue strategies.

Saving and deleting

| Task | How to do it |
|--------|--|
| Create | Select the new action from the Queues list, fill the required fields, and select Save. |
| Edit | Open the existing queue, update the needed fields, and select Save. |

| Task | How to do it |
|-------------|---|
| Delete | Before deleting a queue, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm. |