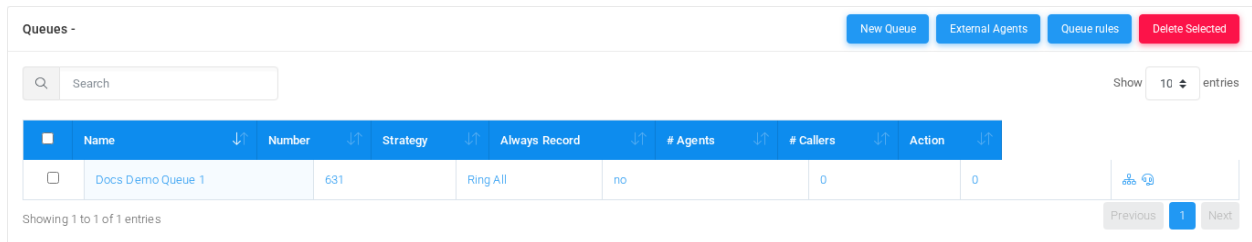


Overview

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.

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