

Queue Callers, more than

The **Queue Callers, more than** type matches when a selected queue has more than the configured number of callers waiting.

Open **Configuration > Conditions**, select **New Condition**, enter a name, choose **Queue Callers, more than** in the Type field, complete the type-specific fields, and select **Save**.

The screenshot shows a web form for editing a condition. The form has a blue header with the word 'Information'. Below the header, there are several input fields: 'Name' with the value 'Docs Condition - Queue Callers, more than', 'Type' with a dropdown menu showing 'Queue Callers, more than', 'Queue' with a dropdown menu showing 'Accounting', 'More than # callers' with the value '3', 'Destination when matches' with a dropdown menu showing 'Please select condition destination', and 'Destination when NOT matches' with a dropdown menu showing 'Please select condition destination'. At the bottom of the form, there are three buttons: 'Save' (blue), 'Delete' (red), and 'Back' (grey).

Queue Callers, more than condition edit form in the Canistracci OIL tenant.

Fields

Field or option	Description
Name	Display name used in condition lists and selectors.
Type	Select Queue Callers, more than.
Queue	Queue to monitor.
More than # callers	Waiting caller threshold.

Example

Field	Example value
Name	Docs Condition - Queue Callers More Than
Queue	Accounting
More than # callers	3

Destinations

For tenant conditions, select the destinations that should run when the condition matches and when it does not match. Global conditions are referenced by tenant-level Use a Global Condition records.

Editing and deleting

To edit this condition, open **Docs Condition - Queue Callers, more than** from the Conditions list, adjust the fields, and select **Save**. Before deleting it, check IVRs, schedules, routes, feature codes, and other call-flow objects that may reference it.

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