

Queue Panel Overview

This topic describes what you can do on Queue Panel, and the permissions of queue manager and agents.

What you can do on Queue Panel

With an easy-to-use interface on Network PBX Queue Panel, you can view call statistics, change agent status, and manage queue calls quickly and efficiently.

- View call statistics of each queue and each agent.
- Change agent status in the queue, including login, logout, pause, and unpause.
- Manage queue calls:
 - **Call distribution:** Redirect incoming calls, and transfer calls.
 - **Call connection:** Pick up ringing calls, and hang up calls.
 - **Call parking:** Park calls.
 - **Call recording:** Monitor recording status, pause or resume call recording.
 - **Call monitoring:** Barge in a call, listen to a call, and whisper to a call.

Queue Panel permissions

What you can do on Queue Panel depends on the following permission. The permission is assigned by your system administrator.

Permission	Queue manager	Agents
Call distribution management (Redirect, Transfer, Drag and Drop operation)	√	√
Allow for picking up or hanging up agents' calls	√	√
Call parking operation	√	√
Switch agents' Status	√	×
Call monitoring operations (Listen, Whisper, Barge In)	√	×
Switch agent's recording status	√	×