GETTING STARTED
QUEUE POSITION ANNOUNCEMENT

Overview

The Queue Position Announcement enables the possibility for Queue users to announce the callers waiting position. By activating this feature, callers in the Queue will hear their position and how many callers await before them.

The feature is optional and available for all Queue users. Both the Provider/Reseller and Company admin users are able to configure the Queue Position Announcement.

Language

The Queue position announcements are multi-language and the settings will follow the default language set for the company. You can change the default language for a company as follows:

1. Go to the Company Panel
2. Click in the left menu on 'Settings'
3. Under 'General Settings' you can change the language.

or

1. Go to the Provider or Reseller Panel
2. Click Edit of Company icon
3. Under 'General Information and Contacts' you can change the company default language.
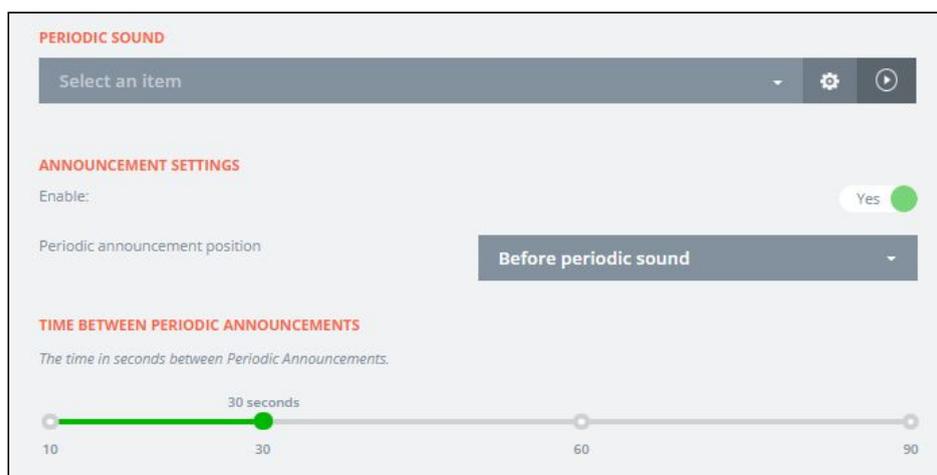
The following languages are available for the Queue position announcements:
- English
- Dutch
- German
- French

If the company default language is set to Swedish, Danish or Lithuanian the periodic announcement will be played in English.

How to set it up?

The Queue Position Announcement are found in the Queue settings. Activating this feature can be done by opening the Queue or add a new one. Scroll down till you see the option 'Announcement Settings'.

By default the feature is disabled. If you want to enable the the Queue Position Announcements, please set the switch 'enable' to 'Yes'. If you make use of the Periodic sounds, you can choose when you would like to play the position phrase:

- Before periodic sound (default value)
- After periodic sound

The feature 'Periodic Announcement' can be enabled either with or without a Periodic sound configured.

The Queue position announcement can be played every 10, 30, 60 or 90 seconds, or any in between.

Phrases included

The following phrases are added to this feature:

- You are the next in line
- There is 1 caller waiting before you
- There are [2 till 99] callers waiting before you
- There are more than 100 callers waiting before you