# How to Configure and Use the Queuing Function in Hunt Group

In the past, the timeout setting in Hunt Group can be set with "forward to other extension" or "forward to e-mail". Yet, the caller always wants to wait for a while until the callee picks the phone up. Therefore, a new function of "queuing" offered by Hunt Group can help to complete user's desire.

When there are several incoming calls to VigorIPPBX, after forwarding them to different hunt groups, VigorIPPBX will accept all the phone calls and queue them one by one. Then, VigorIPPBX will arrange them according to the priority of each hunt group for picking up. Such design can enhance the convenience for the users and make the phone call answering application more elastical.

You can find the function of "Queuing" from the **Overflow Rule** option. Refer to the following figure:
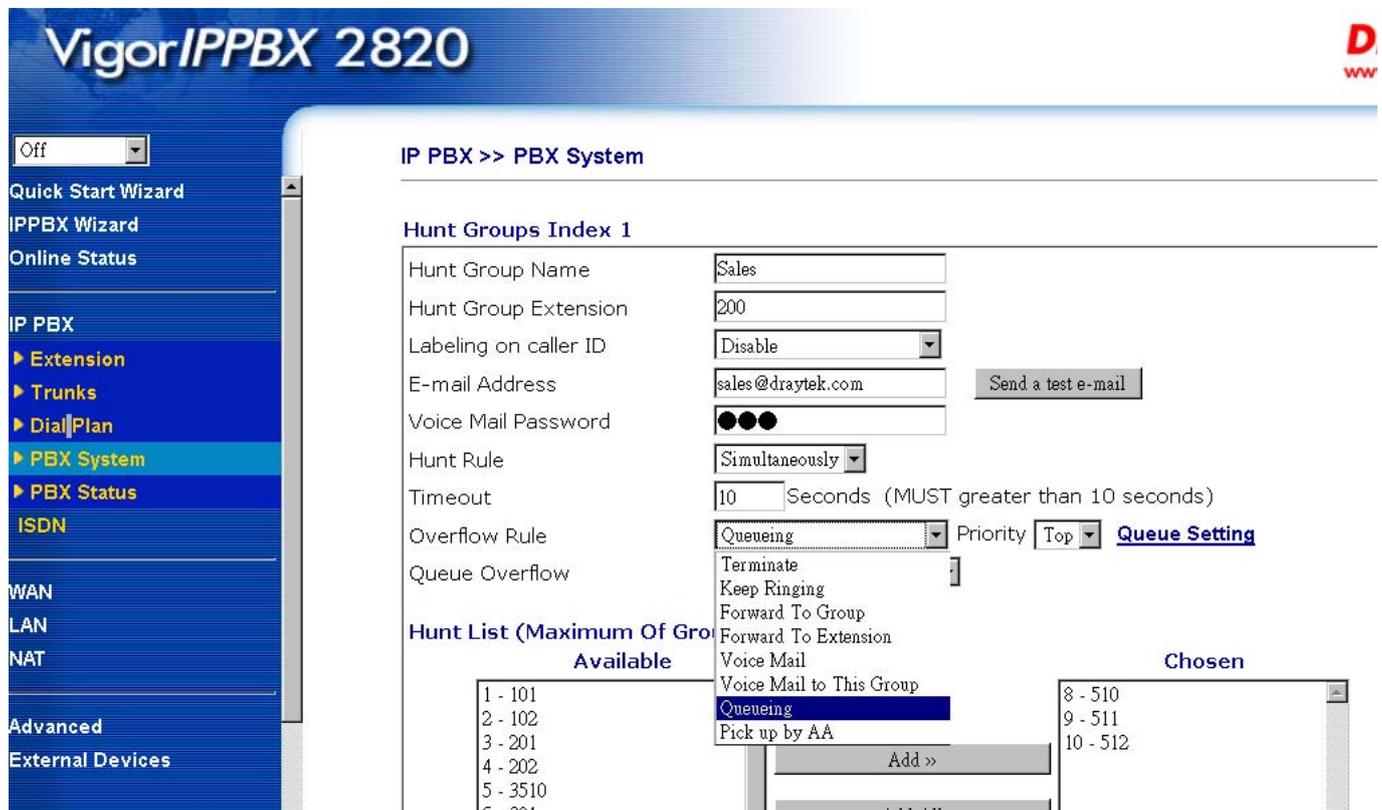
Queuing can specify the priority for the Hunt Group. There are five levels. See below:

For example, the advanced setting for Call Queuing is shown as the following:

Call Queueing

Queueing timeout	60	(60 ~ 1200 seconds)
Waiting music	11	(0: Default, 1~50: User Prompt)
Music pause	10	(1 ~ 10 seconds)
Max queue slots	2	(2 ~ 20)
Additional slots for Top priority	1	(0 ~ 5)

Items	Description
Queuing timeout:	The time that the incoming call shall wait for picking up. If the time surpasses and no one answers, VigorIPPBX will hang it up automatically.
Waiting music:	When the call is queued, VigorIPPBX will play waiting music for the caller.
Music Pause:	The time interval for playing the waiting music repeatedly.
Max queue slots:	The maximum amount of the calls that can put in queue (with the same priority)
Additional slots for Top priority:	When the call queuing reaches the limit of Max queue slots, only the Hunt Group with Top Priority will stay in queue. For example, if you type 2 in this field, only two calls in Hunt Group with High Priority can stay in queue.

If Max queue slots is set by 1 and Additional slots is set by 1, it means the maximum number of the incoming call waiting for picking up is just 1. The incoming call with Priority 2 will not be queue by VigorIPPBX and Busy tone will be played for that incoming call. However, if the incoming call is in Top Priority, it is still be queued by VigorIPPBX.

Below shows the environment for actual practical application:
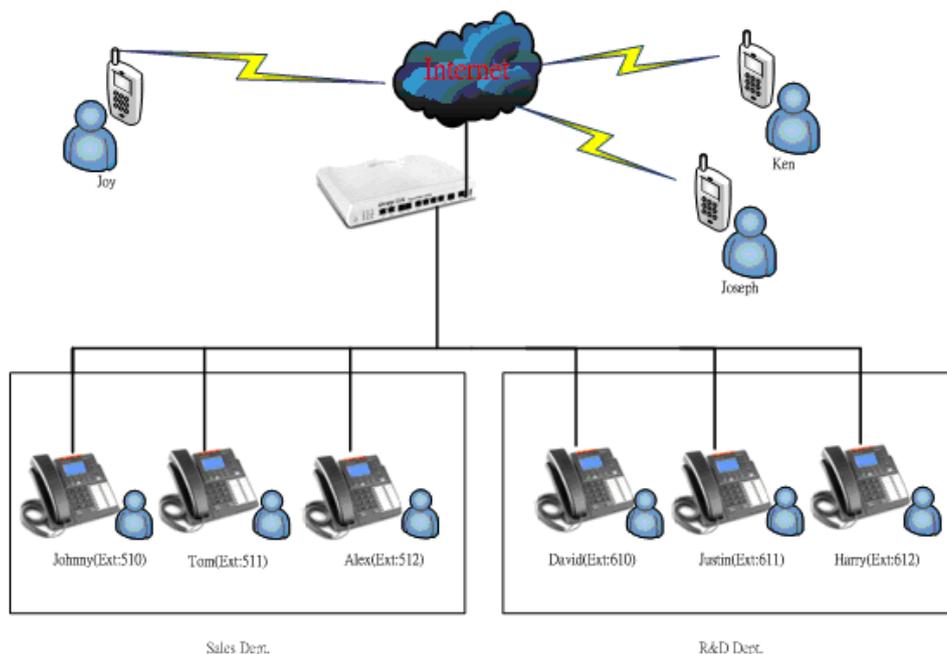
We can configure the Hunt Group separately for the Departments of Sales and R&D as the following figures:

Hunt Groups Index 1

Hunt Group Name	Sales
Hunt Group Extension	200
Labeling on caller ID	Disable
E-mail Address	sales@draytek.com [Send a test e-mail]
Voice Mail Password	●●●
Hunt Rule	Simultaneously
Timeout	10 Seconds (MUST greater than 10 seconds)
Overflow Rule	Queueing Priority [Top] **Queue Setting**
Queue Overflow	Pick up by AA AA menu 1

Terminate
Play Prompt and Terminate
Forward To Extension
Forward To Group
Voice Mail
Voice Mail to This Group
Pick up by AA

Hunt List (Maximum Of Group...

Available		Chosen
1 - 101		8 - 510
2 - 102		9 - 511
3 - 201		10 - 512
4 - 202	Add »	
5 - 3510		

Hunt Groups Index 2

Hunt Group Name	RD
Hunt Group Extension	211
Labeling on caller ID	Display Group Name
E-mail Address	RD@draytek.com [Send a test e-mail]
Voice Mail Password	●●●
Hunt Rule	Simultaneously
Timeout	10 Seconds (MUST greater than 10 seconds)
Overflow Rule	Queueing Priority [2] **Queue Setting**
Queue Overflow	Terminate

Hunt List (Maximum Of Group Member:20)

Available		Chosen
1 - 101		11 - 610
2 - 102		12 - 611
3 - 201		13 - 612
4 - 202	Add »	
5 - 3510		

Case 1:

When Ken dials to Hunt Group number 200 for Sales Department from Trunk, all of the three extensions (510, 511, 512) will ring at the same time. If no one answers the call, that call will be queued by VigorIPPBX immediately. Then, Ken will listen the waiting music played by VigorIPPBX. Within 17 seconds, these three extensions will ring again. If there is still no one answering the call and the queue

time out (set with 60 seconds) is up, such call will be pick up by AA1.

Case 2:
All the three extensions in Sales Department are on the phone, then Joy dials to Sales Department from Trunk. Such phone call will be queued by VigorIPPBX immediately. If Jonny ends the phone call conversation, the incoming call from Joy will be picked up by Jonny.

Case 3:
When Joy and Joseph dial to Sales and R&D Departments at the same time (all of the extensions for both departments are busy or no one can answer), these phone calls will be queued by VigorIPPBX. Then, within 17 seconds, the incoming phone call signals from the two hunt groups with high priority will be sent out. Therefore, the extensions of these two departments will ring again within 17 seconds. (If there are phone calls coming from other Hunt Group, they will be queued by VigorIPPBX automatically.)