Designer User's Guide

Query VQs Block

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  - Administrator

This block enables your application to determine the Estimated Wait Time (EWT) for multiple virtual queues.

Related documentation:

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You can use the **Query VQs** block in the **Initialize** or **Assisted Service** phases to determine the Estimated Wait Time for several virtual queues.

Before a call is queued, the **Query VQs** block can check the Estimated Wait Time for all targeted virtual queues to help determine which virtual queue receives the call. The results are stored in user variables.

> ### Important
> If the query isn't able to obtain a result from a targeted virtual queue, the value of the Estimated Wait Time is set to zero (0).

Using this Block

In the block properties, click **Add Assignment**.

Next, select the **Virtual Queue** to query and the **Variable** to which Designer assigns the Estimated Wait Time value for that virtual queue.

Choose whether to save the Estimated Wait Time in **minutes** or **seconds**.

In the drop-down menus, select the variable to store the **name** of the virtual queue with the lowest Estimated Wait Time value and the variable to store the **value** of the lowest Estimated Wait Time.

Properties - Query VQs

This block can query several virtual queues and assign the value of the estimated wait time for the virtual queue to a variable.

Specify virtual queues to query for estimated wait time.

+ Add Assignment

Virtual Queue	Variable	Delete
Bronze ▾	ewt1 ▾	🗑
Silver ▾	ewt2 ▾	🗑
FD_Billing_Gold ▾	ewt3 ▾	🗑

Estimated Wait Time will be saved in: Minutes ▾

Store the name of the virtual queue with the lowest estimated wait time in this variable.

vq_best_ewt ▾

Store the value of the lowest estimated wait time in this variable.

ewt_best ▾