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Designer User's Guide

Query VQs Block

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

Related documentation:

-

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