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Manage your Contact Center in Agent Setup

Virtual Queues

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A Virtual Queue is a virtual device, created and maintained by the switch, with activity identical to an ACD Queue.

Related documentation:

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To create a virtual queue in Platform Administration:

1. In the top menu, select **Configuration** to access the **Configuration Manager** page. While hovering over the **Switching** area, select **DNs**.
2. Navigate to **Switches > Target Switch > DNs > Company Folder > Virtual Queues**.
3. Click **New (+)**.
4. Enter a Virtual Queue name in the **Number** field.
5. Select **Virtual Queue** in the **Type** field.
6. Repeat the Virtual Queue name in the **Alias** field.
7. Click **Save**.