



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

Virtual Queues

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

Related documentation:

-
-

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**.