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**.