Queue Management

The Queue Management options in BCM can be defined/configure/updated/edited in System Configurator under the Queue Management link. Therein, you manage the following:

- Queues
- Queue groups
- Calendars
- Schedules
- Prompts
- Prompt files
- Skills
- Reply templates and folders

Some settings that are marked with an asterisk (*) and these would be typically defined in the channel settings or in the system services. If you define the value for a queue, it takes precedence or overwrites the higher-level setting for the specific queue. For instance, you have set a value to a parameter in either "channel settings" or "system services" as well as at the queue level, the values for the same parameter at the queue level will be considered first.