



SmartVoice

Call Queuing User Guide

Shaw) Business

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Prepare Greeting for your Queue

Record your information here:

My username _____

My password _____

My account number _____

SmartVoice Customer Support

Phone: 1-877-742-92

Email: technicalsupport@shawbusiness.ca

SmartVoice call queuing is a virtual waiting room for incoming callers that allows them to be serviced in an orderly fashion. Call queuing will:

- Minimize busy signal heard by incoming callers and missed calls as incoming calls are kept in a queue and go to various users based on a configurable hunt policy.
- SmartVoice Call Queuing can have customized greetings, comfort messages and music on hold.
- Up to 25 calls can be in the queue.

The announcement repository is a new feature in the End User Portal available to Group Administrators that provides a central location to manage all announcements. From this section customers can easily upload, record, delete or edit announcements and quickly see what announcements are assigned to what features/services.

Steps for applying Announcement to features can be found in the section SET UP THE MENUS AND SUBMENUS.

Note: As of April, Shaw recommends customer use the Announcement Repository for management of all announcements.

Existing announcements made or uploaded prior to April 2019 can be found and managed in the Service Announcement repository.

Group Services > Site Service > Auto Attendant > Announcements

*Announcement recorded or uploaded here will not show up in the Group Announcement repository and will remain local to the Auto Attendant.

Shaw recommends re-recording all announcements into the Group Announcement Repository - **Group Profile > Announcements**

To access the SmartVoice Call Queuing settings, login to the SmartVoice Portal found at smartvoice.shawbusiness.ca

Figure 1

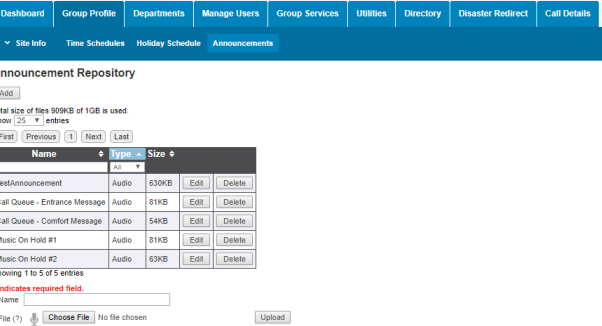


Upload a Pre-recorded Greeting

The Group administrator user can perform this task in the End User Portal web interface:

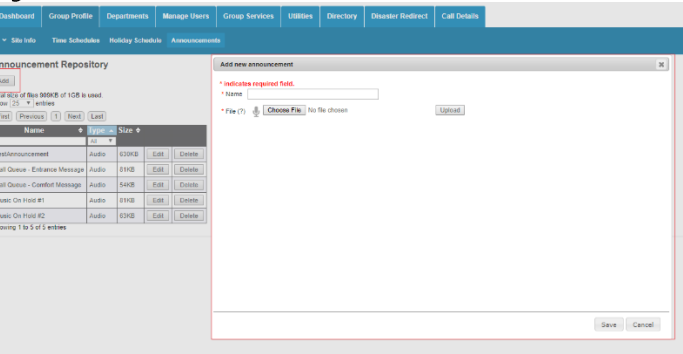
Group Profile -> Announcements

Figure 2



1. Click **Add**
A new window will open

Figure 3



2. Name **your new Announcement**
3. Select **“Choose File”** and select **the wav file** you wish to use
4. Click **upload** – a message will confirm the upload was successful

Figure 4

Add new announcement

* indicates required field.

Name

File (7)

Choose File

No file chosen

Upload

Save

Cancel

5. Click **save**

Your announcement will now show up in the Announcement repository

Figure 5

Announcement Repository

[Add](#)

Total size of files 1.514MB of 1GB is used.

Show entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Name	Type	Size		
	All			
TestAnnouncement	Audio	630KB	Edit	Delete
Auto Attendant - Standard	Audio	35KB	Edit	Delete
Auto Attendant - Holiday	Audio	535KB	Edit	Delete
Auto Attendant - Sub #1	Audio	35KB	Edit	Delete
Call Queue - Entrance Message	Audio	81KB	Edit	Delete
Call Queue - Comfort Message	Audio	54KB	Edit	Delete
Music On Hold #1	Audio	81KB	Edit	Delete
Music On Hold #2	Audio	63KB	Edit	Delete

Showing 1 to 8 of 8 entries

Recording A Greeting

The Group administrator user can perform this task in the End User Portal web interface:

Group Profile -> Announcements

Figure 6

Dashboard

Group Profile

Departments

Manage Users

Group Services

Utilities

Directory

Disaster Redirect

Call Details

▼ Site Info

Time Schedules

Holiday Schedule

Announcements

Announcement Repository

Add

Total size of files 909KB of 1GB is used.

Show 25 entries

First

Previous

1

Next

Last

Name	Type	Size
	AS	
TestAnnouncement	Audio	630KB <div>Edit Delete</div>
Call Queue - Entrance Message	Audio	81KB <div>Edit Delete</div>
Call Queue - Comfort Message	Audio	54KB <div>Edit Delete</div>
Music On Hold #1	Audio	81KB <div>Edit Delete</div>
Music On Hold #2	Audio	63KB <div>Edit Delete</div>

Showing 1 to 5 of 5 entries

* indicates required field.

Name

File (7)

Choose File

 No file chosen

Upload

1. Click **Add**

A new window will open

2. **Name** your new Announcement

3. Select the **microphone**

5. Recording will be done through your PC microphone or auxiliary device if available

Figure 7

Add new announcement X

*** indicates required field**

Name

File (7) No file chosen

6. Click **upload** – a message will confirm the upload was successful

Figure 8

Add new announcement

* indicates required field.

Name

12/06/12 10:06:42a e644-f0b6e6f0757 user was updated to the server. Click Save to commit the change.

File (7)

The user automatically converted to applicable format.
[Check converted file](#)

7. Click **save**

Your announcement will now show up in the Announcement repository

Figure 9

Dashboard

Group Profile

Departments

Manage Users

Group Services

Utilities

Directory

Disaster Resilient

Site Info

Time Schedules

Holiday Schedule

Announcements

Announcement Repository

Add

Total size of files 1.514MB of 1GB is used
Show 25 ▾ entries

First

Previous

1

Next

Last

Name	Type	Size		
All ▾				
TestAnnouncement	Audio	630KB	<div>Edit</div>	<div>Delete</div>
Auto Attendant - Standard	Audio	35KB	<div>Edit</div>	<div>Delete</div>
Auto Attendant - Holiday	Audio	535KB	<div>Edit</div>	<div>Delete</div>
Auto Attendant - Sub #1	Audio	35KB	<div>Edit</div>	<div>Delete</div>
Call Queue - Entrance Message	Audio	81KB	<div>Edit</div>	<div>Delete</div>
Call Queue - Comfort Message	Audio	54KB	<div>Edit</div>	<div>Delete</div>
Music On Hold #1	Audio	81KB	<div>Edit</div>	<div>Delete</div>
Music On Hold #2	Audio	63KB	<div>Edit</div>	<div>Delete</div>

Showing 1 to 8 of 8 entries

* indicates required field.

* Name

* File (7) No file chosen

Configure your Queue

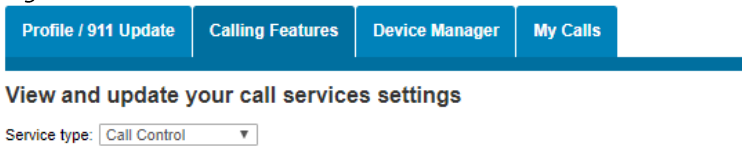
End User (Agent) Settings

If you are a SmartVoice End User (Agent), and have logged in, you can access the following settings:

Calling Features

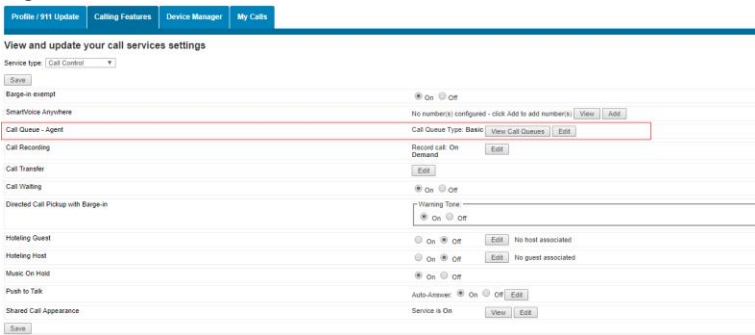
To access the SmartVoice Call Queue - Agent settings, proceed to **Calling Features -> Service type:**

Figure 10



Once you select **Call Control**, within the Call Queue – Agent section, there are **two** options:

Figure 11



View Call Queues

This allows you to see what Call Queues are available for the group. If the Group Administrator has selected Allow agents to join Call Queues, you can **check/uncheck** the box in the Join column and click on the **save** button to join/remove yourself from the specified Call Queue.

Figure 12

Profile / 911 Update

Calling Features

Device Manager

My Calls

View and update your call services settings

Service type: Call Control

Save

Barge-in exempt

SmartVoice Anywhere

Call Queue - Agent

Call Queue Type: Basic

Join Call Queue ID

Phone Number Extension

Record call: On Demand

Edit Timer Settings

This brings up a settings window with the following options:

- **Use Guard Timer Setting** – this determines if the default system setting or user value from the drop-down list will be used for the guard timer. Default system Guard Timer Settings is 5 seconds.
- **Enable guard timer for XX seconds** – when this is selected, if you have just joined a queue or come off of Do Not Disturb, calls from the queue will not be offered to you for the period of time specified. You can choose a value between 1 and 25 seconds.

Figure 13

Call Queue - Agent

Call Queue service assigned: Basic

Use Guard Timer Setting:

Default

User

Enable guard timer for 5 seconds

Cancel

Save

Group Administrator Settings

If you are the administrator for your group, you can access additional Call Queuing settings.

From the main Portal view, there is quick access to SmartVoice Call Queue settings. From here you can change the Group Policy settings, Call Queue Routing Policies or Agents settings. To view more settings click on Detailed Settings near the bottom of the page.

Figure 14

Dashboard

Group Profile

Departments

Manage Users

Group Services

Utilities

Directory

Director Redirect

Call Details

Dashboard

Call Queues

Status

Name

Phone Number

Calls

Settings

Group Policy

Call Queue Routing Policies

Agents

Available Users

Assigned Users

Save

Cancel

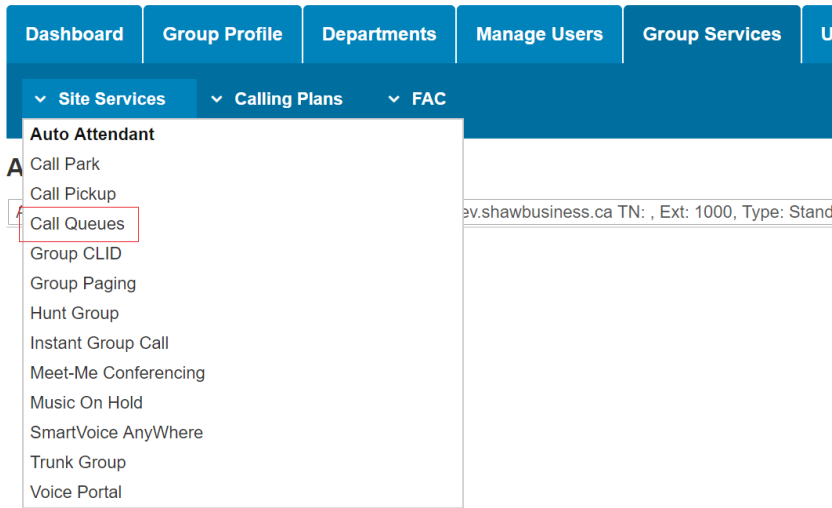
Detailed Settings

Displaying 1 of 1 users

These settings can also be accessed from the Group Services tab. From there, proceed to select Site

Services -> Call Queues from the drop-down menu.

Figure 15



Once you have selected Call Queues, you will be able to view Profile Settings

Profile Settings

Within this section, you can see the following settings:

Name – Enter a name that will help identify the queue.

Calling Line ID – This displays the first and last names that are displayed when calls from queue are transferred.

Group Policy – Here you can select from 5 options:

- Circular – the incoming calls from the queue start hunting with the agent following the last agent to receive a call from the queue. When the end of the list is reached, the hunting circles back to the first agent on the list. The hunting ends when an idle agent is found or all the agents have been visited.
- Regular – the incoming calls from the queue start hunting from the first agent on the list and hunt all the agents sequentially until an idle user is found or the end of the list is reached.
- Simultaneous – the incoming calls ring all idle agents in the group. The call is connected to the first agent to answer the call.
- Uniform – the incoming calls from the queue are offered to the agent who has been idle for the longest period.
- Weighted Call Distribution – the incoming calls are offered in a pseudo-random fashion to the agents according to their relative weight. Agents with a higher weight are offered more incoming calls than agents with lower weights. The weights can be managed from the available edit screen and must equal 100.

A screenshot of a 'Weighted Call Distribution' dialog box. The title bar says 'Weighted Call Distribution' with a close button. Inside, there's a table with two columns: 'User ID' and 'Weight'. The first row shows 'Two, Branding (4036002491):' with a weight input field. The second row shows 'One, Branding (4036002490):' with a weight input field. Below the table, there's a '100 %' label. At the bottom, there are 'Cancel' and 'Save' buttons.

Call Queue Settings

Queue Length – this dictates the maximum number of calls that can sit within the queue. The maximum setting is 25 calls.

Play ringing when offering call – if selected, this will provide a ring tone to the caller in the queue when the call is being offered to an agent. Otherwise, the caller will continue to hear the announcement media until the call is answered by an agent.

Reset caller statistics upon entry to queue – this determines if the caller statistics will be reset upon entry into that queue. For example, if a caller is waiting in queue# 1 for 150 seconds and is then transferred to queue# 2, if caller statistics are not reset upon entry to queue, their wait time will continue from 150 seconds. If caller statistics are reset upon entry into to queue, their wait time will be reset to 0 seconds.

Agent Settings

Allow agents to join Call Queues – this allows individuals or agents with the SmartVoice Call Queue license to add and remove themselves from taking calls from SmartVoice Call Queues.

Allow Call Waiting on agents – this allows individuals or agents to receive a call waiting notification while on a call from a queue.

Figure 16

Profile

Calling Features

My Calls

Call Queue Routing Policies

Settings

Distinctive Ringing

Announcements

Profile

Save

Profile Settings

Change Password

Call Queue ID: 4036002932@dev.shawbusiness.ca

Phone Number: 4036002932

Call Queue Type: Basic

Extension: 2932

Name: 4036002932

1

Calling Line ID

Last Name: Call

First Name: Queue

2

Department: None

Language: English

Time Zone: (GMT-06:00) (Canada) Mountain Time

3

Group Policy: Circular Regular Simultaneous Uniform Weighted Call Distribution

Edit

Call Queue Settings

Queue Length: 5 calls

4

Play ringing when offering call

Reset caller statistics upon entry to queue

Agent Settings

Allow agents to join Call Queues

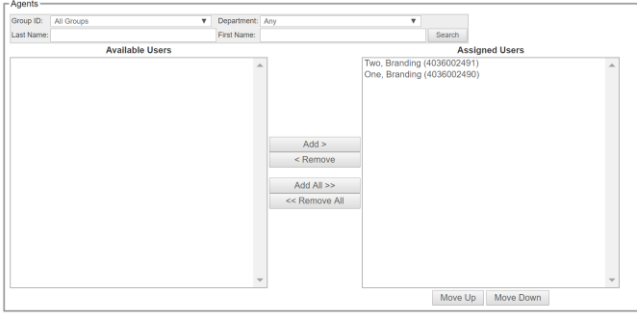
5

Allow Call Waiting on agents

Agent section

You can search the enterprise for accounts you wish to add as individuals or agents to the SmartVoice Call Queue and use the Add > and < Remove buttons to move users from the Available Users to Assigned Users and back. The assigned users can also be reordered to align with the group policy requirements. Only accounts with the SmartVoice Call Queue license will appear in the Available Users list. The order of the users in the Assigned Users section is the order that is followed if Circular or Regular group policy is chosen for the Call Queue.

Figure 17

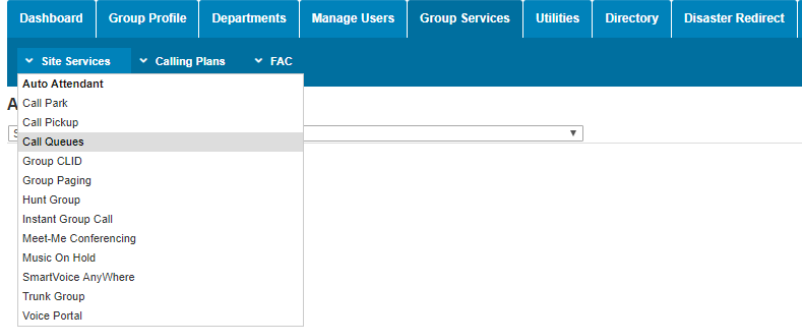


Assigning Greetings

To assign or change greetings to the various Call Queuing announcement sections follow the steps below

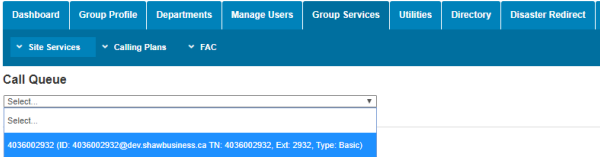
Group Services -> Site Services -> Call Queues

Figure 18



1. Select the queue you wish to modify

Figure 19



2. Select Settings

Figure 20

Profile

Calling Features

My Calls

Call Queue Routing Policies

Settings

Distinctive Ringing

Announcements

Settings

Settings

Entrance

☒ Play entrance message

☐ Entrance message is mandatory when played

Audio:

☐ Default

☐ URL

☒ Custom

File 1: Call Queue - Entrance Message.wav (Group)

File 2: TestAnnouncement.wav (Group)

File 3: None

File 4: None

Save

3. Select the Announcement you wish to edit (Entrance, Estimated Wait, Comfort or music on hold)

Entrance Settings

Entrance You Can select up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section.

When you select Entrance from the Announcements page dropdown menu, you can see the following settings:

Figure 21

Profile

Calling Features

My Calls

Call Queue Routing Policies

Settings

Distinctive Ringing

Announcements

Settings

Settings

Entrance

☒ Play entrance message

☐ Entrance message is mandatory when played

Audio:

☐ Default

☐ URL

☒ Custom

File 1: Call Queue - Entrance Message.wav (Group)

File 2: None

File 3: Legacy Message.wav

File 4:

Save

TestAnnouncement.wav (Group)

Auto Attendant - Standard.wav (Group)

Auto Attendant - Holiday.wav (Group)

Auto Attendant - Sub #1.wav (Group)

Call Queue - Entrance Message.wav (Group)

Call Queue - Comfort Message.wav (Group)

Music On Hold #1.wav (Group)

Music On Hold #2.wav (Group)

Play entrance message – If this is selected, this will play a selected message to the caller as soon as they enter the queue

Entrance message is mandatory when played – if this is selected, the caller will hear the full entrance message even if an agent becomes available to take the call.

Audio – you can choose from three audio settings:

Default – the default audio response is “Your call is very important to us. Please wait for the next available agent.”

URL – this is not supported currently.

Custom – you can upload up to 4 custom audio files, which will play sequentially (see “Upload Custom Audio File” for steps).

Estimated Wait Settings

When you select Entrance from the Announcements page dropdown menu, you can see the following settings:

Figure 22

Profile | Calling Features | My Calls | Call Queue Routing Policies

Settings | Distinctive Ringing | Announcements

Settings

Estimated Wait ▾

- ☐ Enable estimated wait message for queued calls
- ☐ Play updated wait message every seconds
- ☐ Announce queue position
 - ☐ Play message for callers in queue position: 100 or lower
 - ☒ Play high volume message
- ☐ Announce wait time
 - ☐ Play message for callers with a wait time of: 100 Minute(s) or lower.
 - ☒ Play high volume message
- ☐ Default handling time: 5 minutes per call

Save

Enable estimated wait message for queued calls – if this is selected, a caller will hear either their position in queue or an estimated time for when their call will be answered.

Play updated wait message every __ seconds – the Estimated Wait message will be played for the caller for the period elapses.

Announce queue position – this announces to the caller: “You are caller number XX in the queue. Please hold.”

You can select two other settings:

- Play messages for callers in queue position __ or lower – Only callers who are in a queue position equal to the entered value or lower will hear their queue position.

- Play high volume message

Announce wait time – this announces to the caller: “Your call should be answered in approximately XX minutes. Please hold.” You can select these additional settings:

- Play message for callers with a wait time of __ minute(s) or lower – Only callers who have an estimated wait time equal to the entered value or lower will hear their estimated wait time.

- Play high volume message

- Default handling time __ minutes per call – this is a manually entered value of the typical length of a customer call. This value is used to calculate the estimated wait time.

Comfort Settings

Comfort you Can select up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section.

When you select Comfort from the Announcements page dropdown menu, you can see the following settings:

Figure 23

Profile

Calling Features

My Calls

Call Queue Routing Policies

Settings

Distinctive Ringing

Announcements

Settings

Settings

Comfort

☒ Play comfort message

Time Between Messages: 10 seconds

Audio:

☐ Default

☐ URL

☒ Custom

File 1: Call Queue - Comfort Message.wav (Group)

File 2: None

File 3: Legacy Message.wav

File 4: TestAnnouncement.wav (Group)

Auto Attendant - Standard.wav (Group)

Auto Attendant - Holiday.wav (Group)

Auto Attendant - Sub #1.wav (Group)

Call Queue - Entrance Message.wav (Group)

Call Queue - Comfort Message.wav (Group)

Music On Hold #1.wav (Group)

Music On Hold #2.wav (Group)

Save

Play comfort message – if this is selected, this will play a selected message for the caller while they are on hold.

Time Between Messages __ seconds – this comfort message will be repeated for the caller after the period entered elapses.

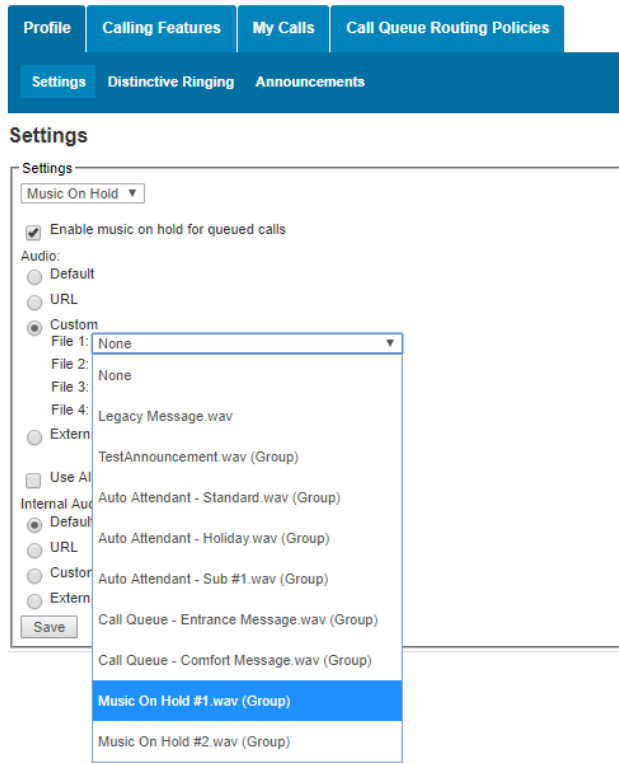
Audio – you can choose from three audio settings:

- Default – the default audio response is “Your call is very important to us. Please wait for the next available agent.”
- URL – this is not supported currently.
- Custom – you can upload up to 4 custom audio files, which will play sequentially (see “Upload Custom Audio File” for steps)

Music on Hold Settings

When you select Music on Hold from the dropdown menu, you can see the following settings:

Figure 24



Enable music on hold for queued calls – if this is selected, the caller will hear audio that is selected under “Audio” section.

Audio – you can choose from four audio settings:

- Default
- URL – this is not supported currently.
- Custom –Up to 4 messages that will play sequentially. To add new messages please see prepare new greetings section

Use Alternate Source for Internal Calls – if this is selected, internal calls within your organization will hear audio selected under the Internal Audio section.

Internal Audio – you can choose from four audio settings:

- Default
- URL – this is not supported currently.
- Custom – p to 4 messages that will play sequentially. To add new messages please see prepare new greetings section
- External Source – this is not supported currently.



For customer care and technical support Call 1-877-742-9249

Email inquiries@shawbusiness.ca

Follow us on LinkedIn: [linkedin.com/company/shaw-business](https://www.linkedin.com/company/shaw-business)