



<u>Canolfan Gymorth</u> > <u>Cymuned</u> > <u>Feature Request</u> > <u>Voice - Tiered Queues/Overflow</u> Voice - Tiered Queues/Overflow Collecting Feedback

- Zachery Woods
- Enw'r Fforwm: #Feature Request

It would be nice to have a Voice feature where when there is an incoming call, to have the phone ring Group A which has (Agents 1,2, 3) and if they are not available move on to Group B (Agents 4,5,6)