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Voice - extra options for Voice queue settings Collecting Feedback

- Jeff Hauman
- **Forename:** #Feature Request

An option to have the Voice queue ring all the available agents again after they have been cycled through once would be helpful.

At the moment, if all the online agents have either rejected a call (or the pop-up times-out), then the customer will go to voicemail or the call will end - even if the maximum queue time has not yet been reached. An option in the Voice queue settings to have the queue cycle through agents repeatedly until the maximum queue time would be useful.

Please feel free to add other suggestions for extra Voice queue settings in the comments.