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Voice Overflow Queue Report

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Forum name: #Feature Request •

We have several agents we do not want to be the first line of available agents, as we would prefer to reduce their calls per day. However, we do not want them completely out of our round robin setup.

Our previous hardware voice system had a feature where if there were no available agents for a specific queue, or the system had cycled through the available agents already, it would .overflow to a new queue consisting of these team members