



帮助中心 > 社区 > Feature Request > Voice - Tiered Queues/Overflow

Voice - Tiered Queues/Overflow Collecting Feedback

- ZW Zachery Woods
- 论坛名称: #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)