

HowTo: 7.1 - Queue Resiliency

INFORMATION

In Version 7.1 of the MiContact Center software we have added the ability to configure resilient queues. Note that ACD Paths are not resilient on the MiVoice Business (MiVB), and this solution leverages our IVR component to allow for this functionality.

To configure this ability:

1. Configure your queues on multiple PBXs with the same reporting number, but different dialables.
 - You can do this either on the MiVB and performing a telephone system synchronization, or in YourSite Explorer and performing a write back to the MiVB.
2. Multi-select the queues with the same reporting number and click the Create Virtual Queue Group button in YourSite Explorer.
3. In IVR, route calls to the queue group (not an individual queue).

Routing Logic

Once configured, inbound calls will reach the IVR port and be routed to the queue group. The IVR port will start by attempting to route the call to queues that are local to the same MiVB as the port. If that is not available, it will then try each queue in turn from other MiVB.

APPLIES TO

7.1

Keywords:

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