

## When assigning a queue to a new schedule outside business hours, unable to set queue DND

### PROBLEM

You will be unable to set a queue to DND status in the following scenario:

1. You created a new schedule outside of it's business hours
2. You applied this schedule to a queue which has no configuration yet for ICC Queue Controls
3. The queue shows a ACD status.
4. You will need to set the queue to DND manually.

### CAUSE

The schedule will next evaluate/change the queue state when it crosses a schedule threshold. Until then the queue will remain on current state, waiting for the schedule to modify it.

### APPLIES TO

7.0 and newer

**Keywords:** schedule queue DND

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