

IVQ Call # column shows the Number in Monitor, not position in Queue

PROBLEM

When calls enter the Interactive Visual Queue when monitoring multiple queues new calls are added to the monitor in random order. When sorting by the # column on the far left it appears as though calls are skipping places in the queue. These are still answered in order of longest waiting for each queue, however the monitor is not clear.

RESOLUTION

This feature will be updated to be more clear in our upcoming Atlantic release.

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APPLIES TO

6.0.2

Keywords: IVQ Interactive Visual Queue monitor call # column sort sorting calls answered order

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