

What Are Queues

Queues are user-defined call-holding areas where inbound calls wait for Agents to become available. Flow's concept of a Queue is consistent with the industry standard. Queued calls are distributed to Agents with appropriate skills based upon call priority, call wait time, Agent availability, and Agent idle time.

In the Flow interface, Manager users can create a Queue, assign it a name, select the skills needed by Agents to accept queued calls, set the Agent distribution pattern, assign matching Agents, and set a Queue contingency behavior (overflow operations).

An example Queue viewed for the Flow Monitoring page

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- [Creating a Queue](#)
- [Agent Dashboard Overview](#)
- [Supervisor Home Overview](#)
- [Skills and Proficiency](#)