Highest Priority Call in Queue

Calls in my own queue that have reached my queues Timed Overflow threshold.

Example: A call in my own queue has reached my Time Overflow threshold. This call is now my top priority.

If my calls overflow to another queue, this call is a lower Priority to their queue but remains a top priority in my queue...

Calls from another queue that reached their Time Overflow threshold and subsequently overflow to my queue.

Example: A call from another queue overflows to my queue. These calls take priority over my own "normal" and "trunk" priority calls.

Calls coming in on trunks marked with ACD priority.

Example: Someone calls my queue via a prioritized trunk group

Normal calls.

Example: Someone calls my queue.

Lowest Priority Call in Queue