

# Static queue

Create static queue

Version 8.0



This documentation is provided under restrictions on use and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this documentation, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

# Table of Contents

Create static queue

4

# Create static queue

PRODUCTS: [SERVICE CREATIO](#)

The content of static queues is formed manually and is not updated automatically. The static queues can be used for cold calls to a predefined group of contacts to inform them about events.

Let's look closer at an example of creating and populating the static queues for the cold calls to the new customers. To do this:

1. Go to the [ *Queues* ] section.
2. Open the [ *Queues setup* ] view and add a new element.
3. Specify the name of the queue on the new page, for example, "New customers".
4. Select the priority for the queue. The queue priority influences the display order of the queue elements on the agent desktop.

**Note.** Learn more about elements sorting order on the agent desktop from a [separate article](#).

5. Select a system object in the [ *Queue type* ] field. In our case, it is "Contact". You can customize queue objects in the [ *Queue objects* ] lookup by clicking the [ *Queue sorting setup* ] action in the [ *Queues* ] section. After saving the queue you cannot change its type.

**Note.** The selected object defines the queue type - regular or blind.

6. Select the "In progress" queue status.

**Note.** The agent desktop displays only active queues. The status of active queues is "In progress". By default, the status is "Active".

7. Specify a pre-configured business process in the [ *Process* ] field. The selected business process will be run each time an agent takes an element from the queue.

**Note.** For queues by the "Contact" object, it is necessary to create a business process in Creatio on the agent desktop. To be able to use a process in a queue, add two global parameters to it: "queueelementId" and "entityRecordId" with the "Unique identifier" type. The record ID from the ([ *Queue element* ] object) is passed to the "queueelementId" parameter, and the contact/case/application record ID is passed to the "entityRecordId" parameter.

8. Select the [ *Fill in manually* ] option on the [ *Queue population* ] tab in the [ *Queue population type* ] fields group.
9. Go to the [ *Queue population* ] detail, to populate the queue. From the [ *New* ] button menu, select the [ *New folder* ] option and specify the pre-configured folder in the [ *Contacts* ] section for example, "New customers". As a result, the contacts, who are included in the selected folder will be added to the queue

content. You can edit the content of the static queue by adding or deleting the elements manually. The agent desktop will display the queue content on the [ *Contacts* ] tab.

10. To form a list of agents to process the queue, go to the [ *Team* ] tab. Click the [ *New* ] button and select the required employees. The selected contacts can process the content of the queue from the agent desktop.

**Attention.** Only those agents who have the [ *Active* ] checkbox selected on the [ *Team* ] tab can process the queues. By default, this checkbox is selected for all contacts on the detail. You can clear the checkbox for certain agents. In this case, the queue elements of the queue will not be displayed on the agent desktop for these agents.