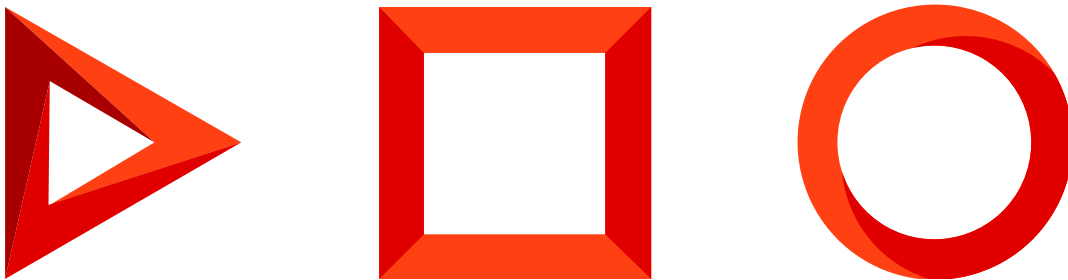


Blind queues

Set up regular and blind queues

Version 8.0



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PRODUCTS: SERVICE CREATIO

The way how the agents will take the data from the queue for processing is determined by the queue type.

By default, the queues are **regular**. This means that an employee can determine the order of processing of records.

You can set up **blind** queues to have the agents process queue elements in a specific order. You can set up blind queues to have the agents process queue elements in a specific order.

This means that all case queues can either be regular or blind. The same applies to contact and account queues.

To set up a blind queue for cases:

1. Go to the [*Queues*] section.
2. Open the [*Queues setup*] view.
3. Select the [*Queue sorting setup*] action in the [*Queues*] section. The [*Queue objects*] lookup will open.
4. Select the "Case" object at the top and click the [*Edit*] button.
5. Select the [*Blind queue*] checkbox in the opened window and click [*OK*].