

07 Attendants and queues

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Pro tips

- ? Assign the phone number to the resource account, and assign the resource account to the auto attendant or call queue.
- ? Overflow and timeout need a destination you have already built. A queue that overflows to itself loops.
- ? Attendant routing, serial, round robin, and conference mode are different. Name the one you configured.

Interview traps

- ? Licensing the agents and forgetting the resource account.
- ? Pointing a menu key at a queue that does not exist yet.

Cheat sheet

Resource account -> license -> voice app -> number

Attendant: hours, holidays, menu

Menu key -> person, queue, or another attendant

Queue: agents, presence, method, overflow, timeout

Outbound from the app needs its own calling funding

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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