

This is the number we want to go through to the Queue: Demo Prioritizing Calls queue

Data Table Row

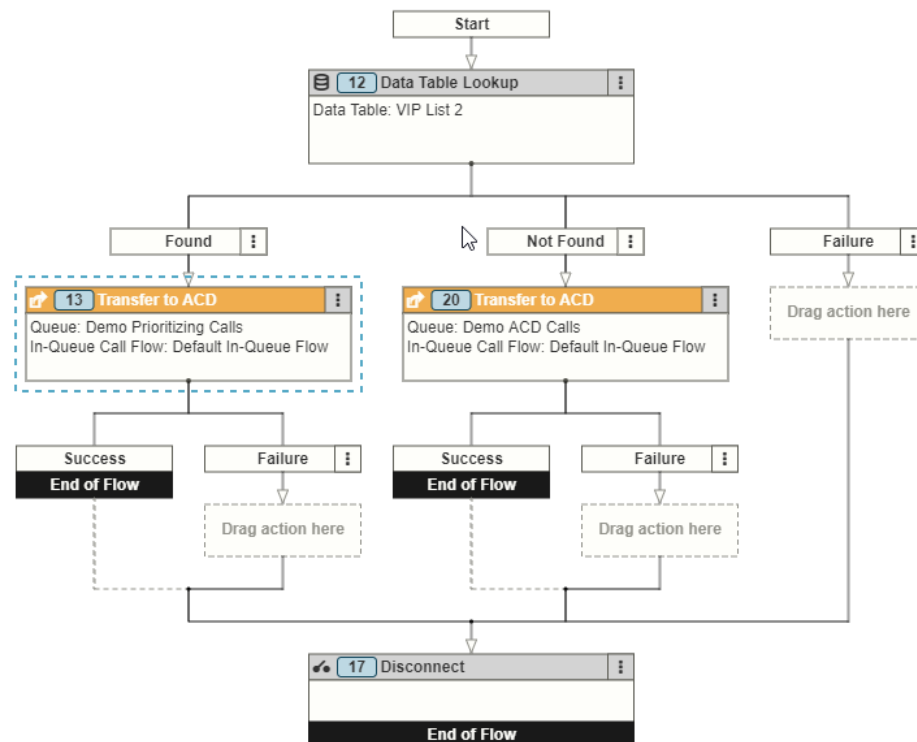
Priority calls ?

Test VIP

VIP

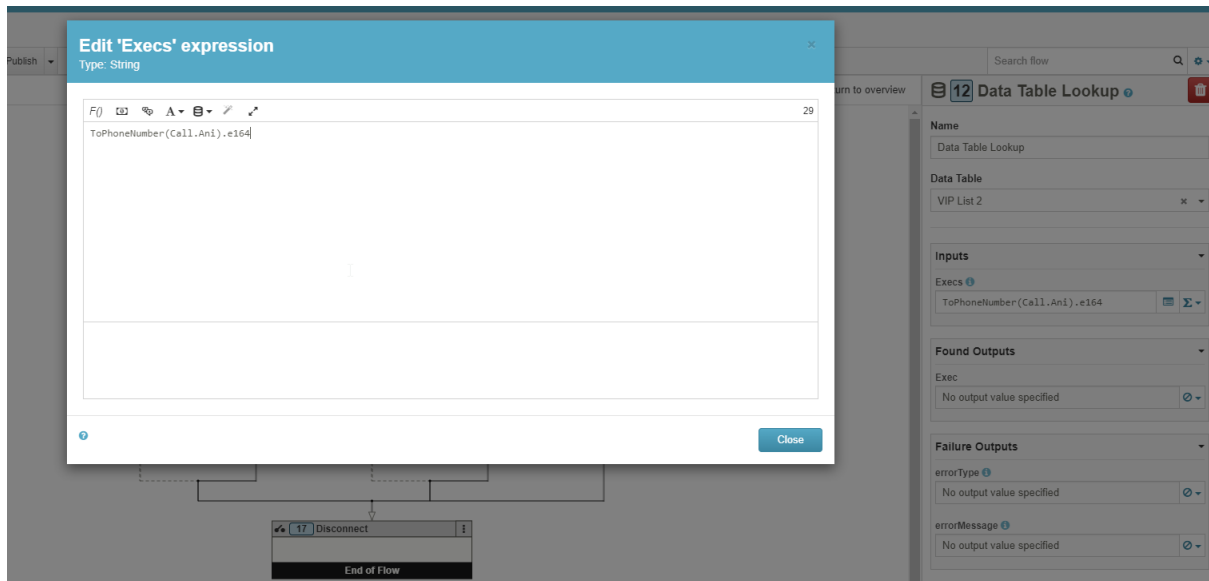
+27112062948

This is the layout of the flow we are currently using.



1. We do a database lookup to identify if the number will be found from our data tables i.e the +27112062948
2. We are calling the VIP List 2 data table, of which has our desired number for priority.
3. The Demo prioritizing call queue has a 5 star priority and the Demo ACD calls queue has no priority set i.e 0 stars

4. The below is how we have set the input, according to the documentation.  
Is the below correct, or do we need to add anything else?



5. We have also left the found outputs as 'No output value specified'

In essence the outcome of this queue needs to determine whether or not from our Data table lookup, the number dialing into the queue is either part of the high priority numbers or not and then assign them accordingly to the correct queue.