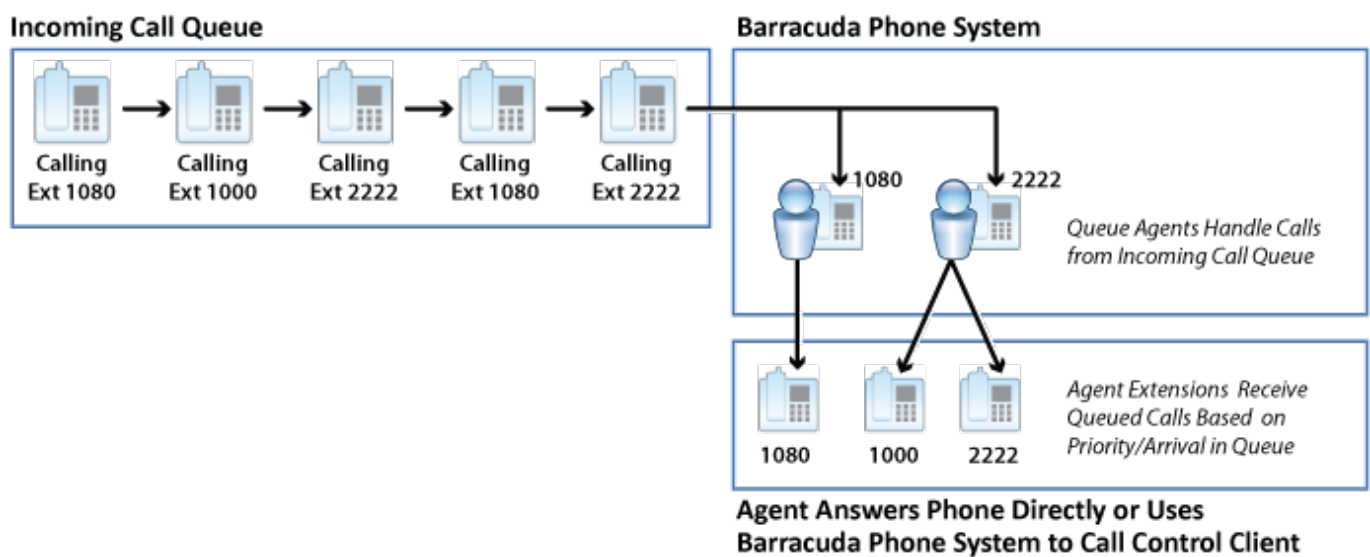


## Understanding Agents and Call Queues

<https://campus.barracuda.com/doc/41092473/>

As calls come in to the Barracuda Phone System, they are lined up based on priority and the order of arrival, called a queue. The Barracuda Phone System then utilizes agents based on the [inbound call queue agent](#) settings to manage the distribution of the queued calls to the appropriate extension(s). Figure 1 illustrates two agents per call.

**Figure 1. Incoming Call Queue Agents.**



Incoming call priority depends on the number of **Queue Agents**, the agent's **Queue Call Priority** setting, **Agents per Call**, and the **Individual Agent Ring Time** settings, as defined when you create a queue agent on the [Setting Up Inbound Call Queues](#) page. You can assign a specific extension as an agent, or assign an extension block to receive incoming queued calls.

## Figures

### 1. agent\_queues.png

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