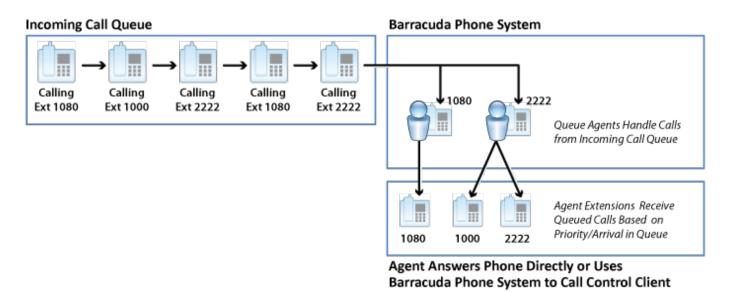# Understanding Agents and Call Queues

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