

# What information can I find under my queue's details?

50 Thu, Sep 17, 2020 MAXcallcommand

## Question

What information can I find under my queue's details?

## Answer

The **Queue Details** page contains information regarding the queue. It also contains a schedule section where a schedule can be configured for the specified queue. All schedules will follow UTC (Coordinated Universal Time)



|                                |   |
|--------------------------------|---|
| <b>Name</b>                    | Name of the queue upon creation.  |
| <b>Extension</b>               | Assigned extension that will be used to dial into the queue. Extensions for the queue will start at 9600.   |
| <b>Caller Name</b>             | Queue name that will be displayed on end device when called or calling.                                     |
| <b>Caller Number</b>           | Number that will be displayed on end device when called or calling.   |
| <b>Max Message Count</b>       | Amount of voicemail messages that can be stored.  |
| <b>Max Message Length</b>      | Length of time the message will be saved (in seconds.)  |
| <b>SIP Username</b>            | Upon creation of the line, it is assigned a SIP username. This is generated automatically for the queue.    |
| <b>SIP Password</b>            | Randomly generated authorization password unique to the queue.  |
| <b>Voicemail Password</b>      | Assigned 5-digit pin to access the queue's voicemail.   |
| <b>Voicemail Email Forward</b> | Filed that contains an email address that will send a .wav file of the voicemail left in the voicemail box. |



**Un-Scheduled Destination** Destination for queue calls to go during the time the schedule does not specify.

## **Applies To**

MAXcallcommand

Online URL: <https://help.maxcore.io/article-50.html>