

Enhancement: ACD Agent No Answer Call Redirect

Last Modified on 07/17/2026 1:04 pm EDT

Feature First Available:

iPECS Cloud update 26-04

Description:

This enhancement improves queue handling logic when an ACD agent does not answer a call and the ACD Agent No Answer option was configured to forward the call back to the same queue.

Prior behavior:

The caller would be redirected back to the queue; but would be placed at the end of the queue.

Enhanced behavior:

The caller will still be redirected back to the queue; but will retain their place in queue, i.e. first position, and will be offered to the next available agent.

IMPORTANT: This only applies when the ACD Agent No Answer option forwards the call to the same queue in which the caller was presented to the agent. If the agent does not answer and the caller is forwarded to a different queue, they will be placed at the end of that queue.