

CCX Express Version 11



[chrysostomos1980](#) 7 posts since Feb 10, 2011

CCX Express Version 11 Jan 28, 2016 2:20 AM

Dear Team

we are trying to implement a scripting with the below requirements

- 1) Add into queue a parameter to notify the caller with ivr that the time to wait into queue is 1 minute for example (something to metric the calls and calculate them and provide an output ivr to the caller)
- 2) Another one parameter into queue that when the queue has for example 10 calls then the 11 call coming to go to the voicemail directly

Could you pls help with the above?



[ewindgat](#) 385 posts since Jan 8, 2015

Re: CCX Express Version 11 Mar 3, 2016 5:02 PM

Could you provide the error messages you are receiving?