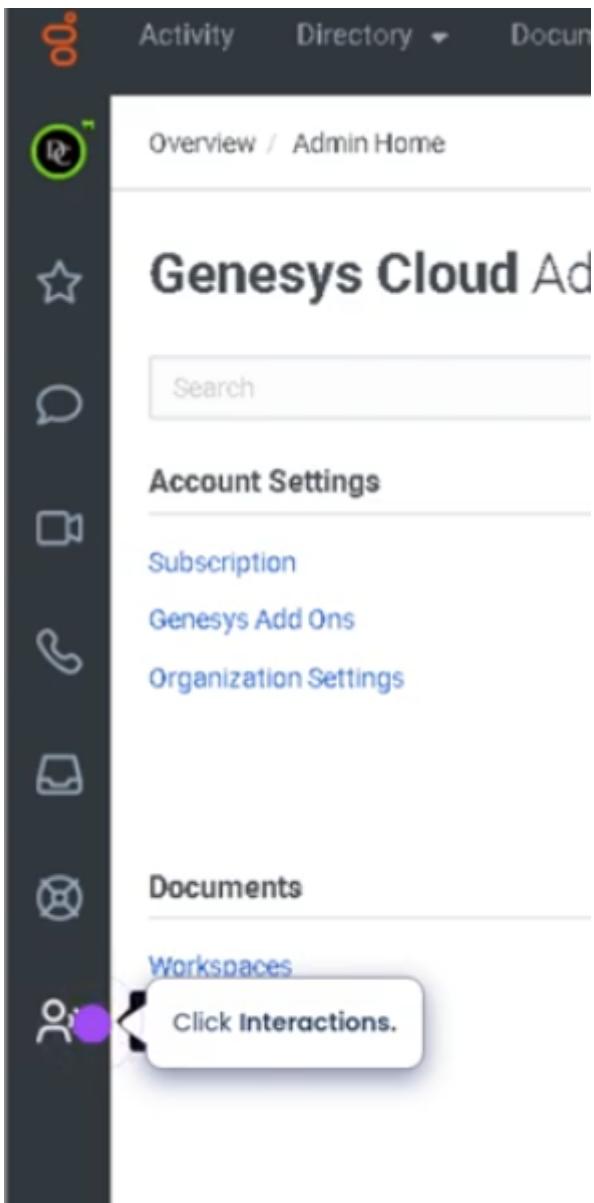
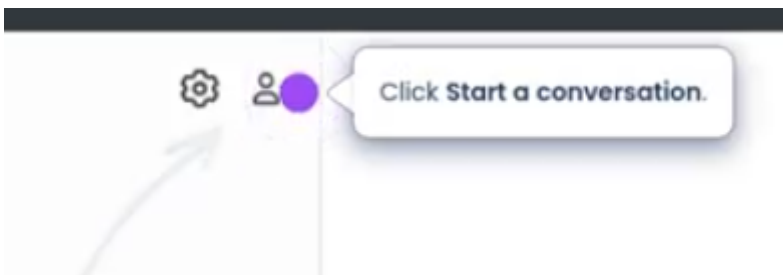


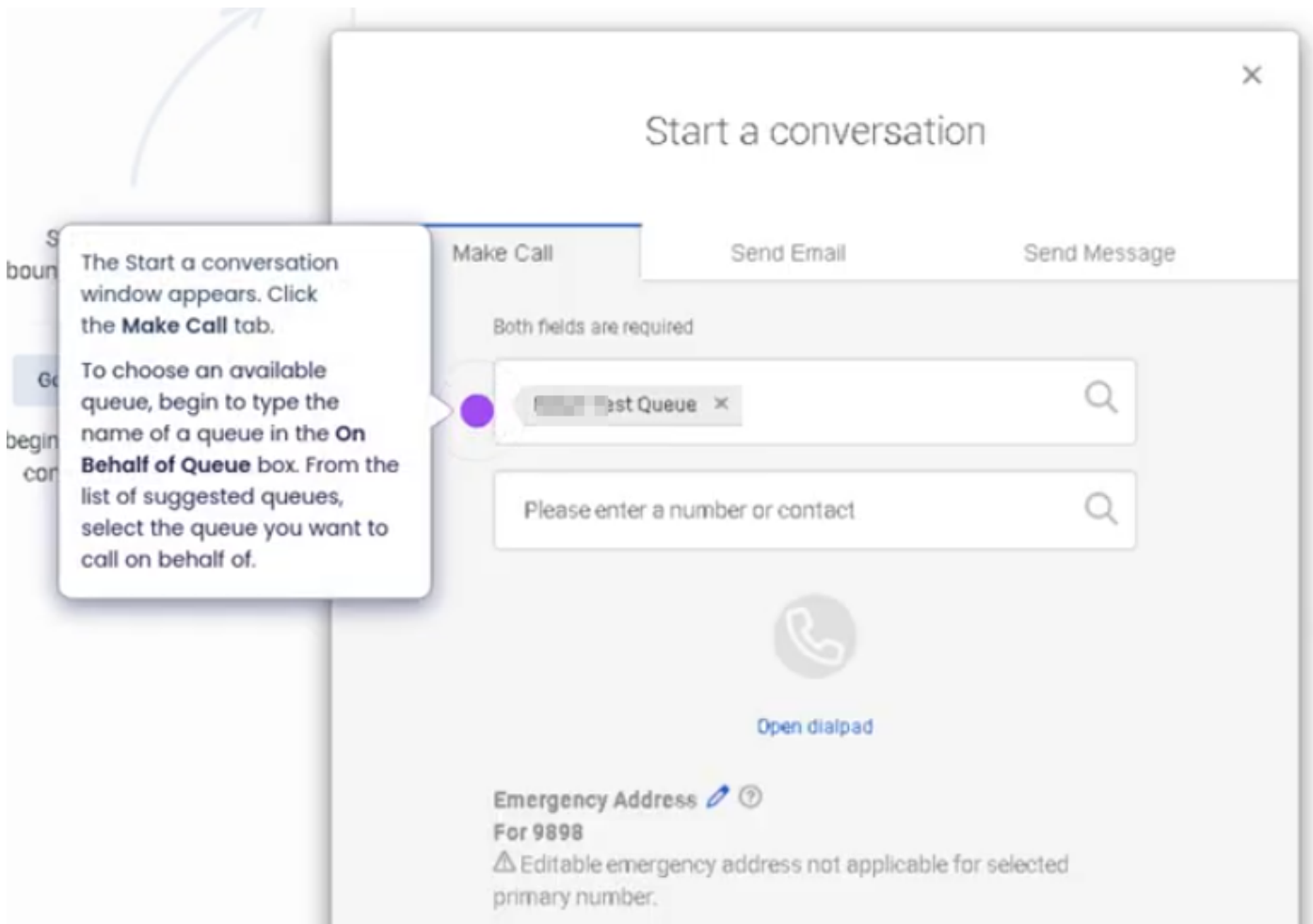
Genesys Cloud - Agent - How to place a call on behalf of a queue

Navigate to interactions

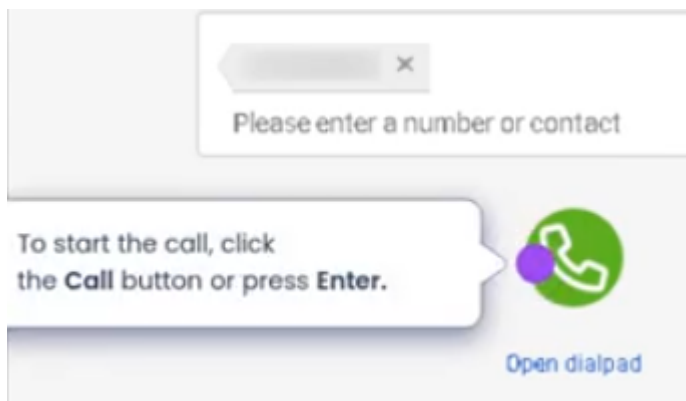


Click to start a conversation

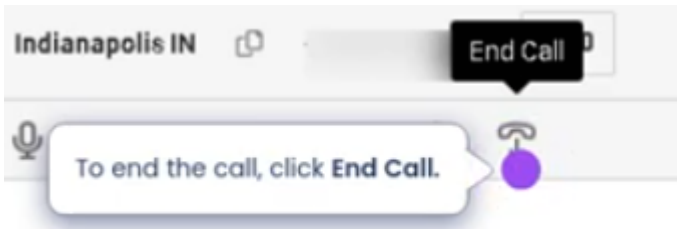




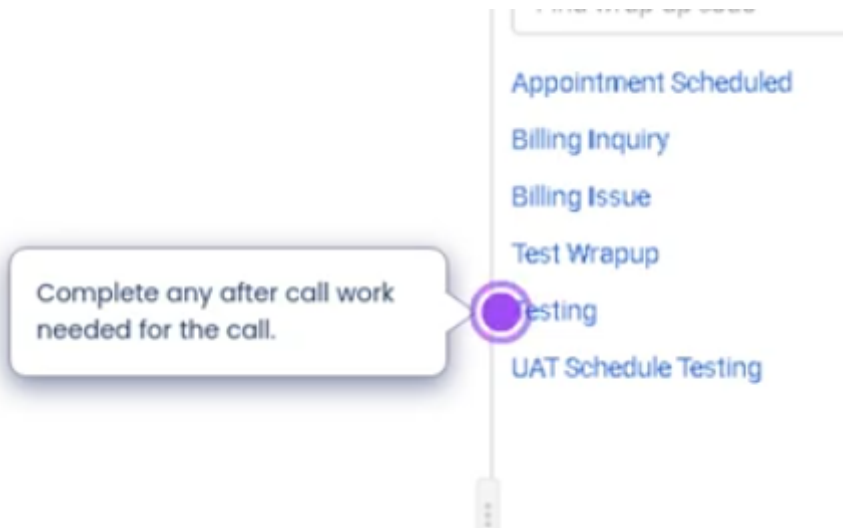
Enter number and start the call



To end a call



Disposition the call



Placing a Call on Behalf of a Queue

Summary

Placing a call **on behalf of a queue** in Genesys Cloud allows an agent to make an outbound call that is **associated with a specific queue for reporting and operational tracking**, even if the agent is not actively receiving ACD interactions from that queue at the moment.

This feature is commonly used for **follow-ups, callbacks, or outbound communication related to interactions that originated from a queue**. When the call is placed using the **On Behalf of Queue** field, the interaction is recorded in reporting as part of that queue's activity, ensuring accurate metrics and historical tracking.

Utilization

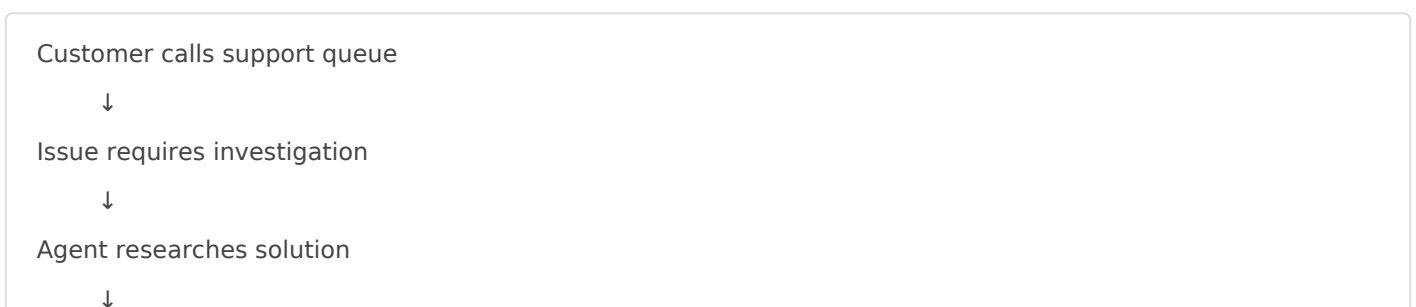
Use Case	Description
Customer Follow-ups	Agents call customers back after resolving an issue or completing research related to a queue interaction
Scheduled Callbacks	Agents return calls that were previously scheduled or requested through queue workflows
Queue-Based Ownership	Calls remain associated with the responsible queue for accurate reporting
Case or Ticket Follow-up	Agents contact customers related to support tickets originating from queue interactions
Supervisor Escalations	Supervisors can call customers directly while still associating the call with the appropriate queue

Best Practices

Practice	Reason
Always select the correct queue	Ensures accurate reporting and queue-level analytics
Use for follow-ups tied to a queue interaction	Maintains operational visibility for support teams
Avoid using it for personal outbound calls	Queue metrics may become inaccurate
Document the purpose of the call in notes	Helps maintain interaction history context
Train agents on when to use this feature	Prevents misuse and preserves reporting integrity
Use consistent queue naming conventions	Makes it easier for agents to select the correct queue quickly

Example Scenarios

Scenario 1 – Customer Support Follow-up



Agent places outbound call on behalf of the Support Queue



Call is recorded as part of queue activity

Scenario 2 – Callback After Missed Call

Customer abandons call in Billing Queue



Agent reviews queue activity



Agent places call on behalf of Billing Queue



Customer receives callback



Interaction is tracked under Billing Queue

Scenario 3 – Ticket-Based Customer Communication

Customer creates support ticket



Ticket assigned to Technical Support Queue



Agent calls customer on behalf of Technical Support Queue



Call activity remains linked to queue metrics

Key Benefits

Benefit	Explanation
Accurate Queue Reporting	Outbound calls are attributed to the correct queue
Improved Operational Visibility	Supervisors can track follow-up activity per queue
Better Customer Experience	Agents can easily perform callbacks tied to the original queue interaction

Benefit	Explanation
Workflow Consistency	Maintains alignment between inbound queue interactions and outbound follow-up calls

Revision #4

Created 11 March 2026 14:58:08 by Cesar Gzz

Updated 11 March 2026 21:39:47 by Cesar Gzz