Fuze Desktop/Web Queues For Agents Quick Reference Guide

	Sign into a Single Queue	Sign into All Queues	Pause a Queue
1.	Click 💬	1. Click 🥯	1. Click 👤
2.	Click sign in next to the	2. Click → sign into all	2. Click 🕕
	queue name	3. Select the preferred device from the	3. Select the appropriate pause reason from
3.	Select the preferred device from the dropdown menu	dropdown menu	the dropdown menu
	Pause All Queues	Unpause Single/All Queues	Sign out of Queues
1.		Unpause Single/All Queues	Sign out of Queues
1. 2.	Click Olick Click	Single Queue 1. Click	Sign out of Queues Single Queue 1. Click
1. 2. 3.	Click Click II PAUSE ALL Select the appropriate pause reason from	Onpause Single/All Queues Single Queue 1. Click 2. Click	Sign out of Queues Single Queue 1. Click 😰 2. Click 🕞
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1. 2. 3.	Click Click Pause All Select the appropriate pause reason from the dropdown menu	Single Queue 1. Click 1. Click ▶ All Queues 1. Click 2. Click RESUME ALL	Sign out of Queues Single Queue 1. Click ● 2. Click ● 2. Click ●