












# Fuze Desktop/Web Queues For Agents Quick Reference Guide

Sign into a Single Queue	Sign into All Queues	Pause a Queue
<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click <b>SIGN IN</b> next to the queue name</li> <li>3. Select the preferred device from the dropdown menu</li> </ol>	<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click <b>SIGN INTO ALL</b></li> <li>3. Select the preferred device from the dropdown menu</li> </ol>	<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click </li> <li>3. Select the appropriate pause reason from the dropdown menu</li> </ol>
Pause All Queues	Unpause Single/All Queues	
<ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click <b>PAUSE ALL</b></li> <li>3. Select the appropriate pause reason from the dropdown menu</li> </ol>	<p><b>Single Queue</b></p> <ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click </li> </ol> <p><b>All Queues</b></p> <ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click <b>RESUME ALL</b></li> </ol>	<p><b>Single Queue</b></p> <ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click </li> </ol> <p><b>All Queues</b></p> <ol style="list-style-type: none"> <li>1. Click </li> <li>2. Click <b>SIGN OUT OF ALL</b></li> </ol>