

# Queues

- [Create a new Queue](#)
- [Edit a Queue](#)
- [Queue - Agent Association](#)

xCALLY Shuttle provides also a section dedicated to the Queues, useful to:

- [create](#) or remove Queues
- view the existing Queues and [edit their parameters](#).

In this screenshot is shown the list of the Queues already created and their main information, in particular the type of strategy chosen to distribute calls.

ID #	Name	Description	Strategy	Action
4000	Support		ringall	<a href="#">Edit</a> <a href="#">Agents</a> <a href="#">Delete</a>
4001	Sales		ringall	<a href="#">Edit</a> <a href="#">Agents</a> <a href="#">Delete</a>
4003	Queue Test		ringall	<a href="#">Edit</a> <a href="#">Agents</a> <a href="#">Delete</a>
4004	Orders		ringall	<a href="#">Edit</a> <a href="#">Agents</a> <a href="#">Delete</a>

There are three actions that can be done quickly through the Queues table:

- View and [edit the parameters](#) specified in the creation of a Queue by clicking on Edit
- View and manage the [Queue-Agent association](#) by clicking on Agents
- Delete the Queue with a click on the button Delete

It's also possible to copy the table to the clipboard or export it in CSV, Excel and PDF.