



Message on Hold for Queued Callers into MLHG

This feature allows a caller into a Multi-Line Hunt Group to hear Music on Hold instead of ringback while waiting to speak to an ACD Agent.

The callers will hear Music on Hold ONLY when the caller is queued. Callers will hear ring-back if an Agent is available to answer a call.

When this is enabled (True) the caller to a Queue will hear ring-back until the call is answered or sent back into the queue if configured to do so. When this is disabled (False), the caller will continue to hear Music on Hold until the call is answered.