CLAIMS

1. A method of managing a voice call having been queued to await a response by a human representative of a recipient of the voice call, the method being performed by a communications device of a calling party and which comprises:

detecting, from a voice indication provided by the recipient, information indicating a current position of the voice call in the queue;

reducing a listening volume of the communications device as long as the voice call is in the queue such that the calling party does not hear the voice call;

displaying the information indicating the current position of the voice call in the queue;

determining whether the detected information indicating the current position of the voice call in the queue indicates that a queue threshold condition is satisfied or not; and

in response to determining that the queue threshold condition is satisfied:

increasing the listening volume of the communications device such that the calling party hears the voice call; and

notifying the calling party.

2. The method according to claim 1, wherein the notifying the calling party in response to determining that the queue threshold condition is satisfied comprises at least one of displaying a visual alert, emitting an audible alert, and rendering a haptic alert.

3. The method of claim 1, the information indicating an actual current position of the voice call in the queue.

4. The method of claim 1, the information indicating a remaining time until the response by the human representative can be expected.

5. The method of claim 1, wherein the queue threshold condition is considered to be satisfied if the actual current position has decreased to a queue position threshold value.

6. The method of claim 1, wherein the queue threshold condition is considered to be satisfied if the remaining time until the response by the human representative can be expected has decreased to a queue time threshold value.

7. The method according to claim 1, wherein the detection of information from a voice indication comprises recognizing a non-human voice indication.

8. A computer program comprising computer-executable instructions for causing a communications device to perform steps recited in claim 1 when the computer-executable instructions are executed on a processing unit included in the communications device.

9. A computer program product comprising a non-transitory computer readable medium, the non-transitory computer readable medium having the computer program according to claim 8 embodied thereon.

10. A communications device configured to manage a voice call of a calling party having been queued to await a response by a human representative of a recipient of the voice call, the communications device comprising a processing unit and a memory, said memory containing instructions executable by said processing unit, whereby the communications device is operative to:

detect, from a voice indication provided by the recipient, information indicating a current position of the voice call in the queue;

reduce a listening volume of the communications device as long as the voice call is in the queue such that the calling party does not hear the voice call;

display, the detected information indicating the current position of the voice call in the queue; and

determining whether the detected information indicating the current position of the voice call in the queue indicates that a queue threshold condition is satisfied or not;

in response to determining that the queue threshold condition is satisfied:

increase the listening volume of the communications device such that the calling party hears the voice call; and

notify the calling party.

11. The communications device of claim 10, wherein the notifying the calling party in response to determining that the queue threshold condition is satisfied comprises at last one of displaying a visual alert, emitting an audible alert, and rendering a haptic alert.

12. The communications device of claim 10, the information indicating an actual current position of the voice call in the queue.

13. The communications device of claim 10, the information indicating a remaining time until the response by the human representative can be expected.

14. The communications device of claim 10, wherein the queue threshold condition is considered to be satisfied if the actual current position has decreased to a queue position threshold value.

15. The communications device of claim 10, wherein the queue threshold condition is considered to be satisfied if the remaining time until the response by the human representative can be expected has decreased to a queue time threshold value.

16. The communications device according to claim 10, wherein the detection of information from a voice indication comprises recognizing a non-human voice indication.